

**Adult Safeguarding Training Quality Assurance Process**



Health Service Executive

Safeguarding Training Quality Assurance Process

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Introduction

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of all service providers, statutory and non-statutory, to ensure that, service users are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

The core function of the HSE National Safeguarding Office is to oversee the implementation, monitoring, review and ongoing evaluation of the Safeguarding Policy as well as coordinating the development and rollout of safeguarding training.

A quality assurance process is necessary to assure that the safeguarding training delivered is of a high standard and is consistent throughout all HSE areas. Delivering a high standard of safeguarding training helps ensure adults at risk from abuse are protected from abuse and assists service providers in achieving compliance with regulatory standards regarding safeguarding.

The National Safeguarding Office has a number of programmes available on an ongoing basis and organises practice development sessions for safeguarding protection team members and for staff working with adults who may be at risk of abuse.

This document sets out some quality assurance measures that should be adhered to in order to ensure quality and consistency of adult safeguarding training and development.

Governance responsibilities

The overall process of quality improvement for safeguarding training lies mainly with the National Safeguarding Office. The National Safeguarding Office is responsible for the on-going development of training programmes and materials. Programme and materials are amended and updated as required over time and re circulated to all approved safeguarding facilitators. Staff from the National Safeguarding Office are available to the safeguarding facilitators for advice and support and co facilitation where necessary.

Responsibility for safeguarding training completion rests with the service within which staff work.

The National Safeguarding Office produce reports including KPIs on delivery of safeguarding training.

The National Safeguarding Office will be available to provide support and assistance to the safeguarding facilitators.

Quality Assurance process components

### ELearning Programme: Safeguarding Adults at Risk of Abuse

### Planning

* Standardisation of programme content, materials and delivery.
* Align learning outcomes with responsibilities as set out in 2014 Policy.

### During sessions.

* The eLearning programme has built in measures to ensure participants work through the material in sequence and complete the programme.
* Participants are required to visit 80% of screens to be eligible for the assessment and have to pass through the module in sequence.
* The learner is presented with a number of interactive scenarios and they must work through these and travel along the competent path within each scenario.
* A 100% pass rate is required on assessment.
* A training evaluation questionnaire is made available to participants at the end of the session.
* A participant action plan for use in their workplace is provided in the *extend my learning* resources.
* Extend my learning resources includes a Managers toolkit for extending safeguarding learning after the eLearning module has been completed. This toolkit contains a number of exercises that can be used, ideally within a group, to further safeguarding learning and reinforce key messages.

### Post Training

* The National Safeguarding Office will be responsible for generating training reports, to include but not limited to KPI reporting, on a quarterly basis.
* Line managers should ensure staff complete the *post training knowledge assessment questionnaire* 2 to 4 months post training. This questionnaire is available as appendix A in this document and is included within the managers’ toolkit.
* This questionnaire should help identify any knowledge gaps, which can be addressed by using provided resources to extend safeguarding learning.
* Advice may be sought from the National Safeguarding Office.

Designated Officer training

The following quality assurance measures will apply in respect of Designated Officer training:-

* Delivery of all designated officer training is coordinated through the national safeguarding office. The office must ensure registrations are open to all DOs to allow for disciplines and settings mix among attendees.
* Designated Officer Training will only be delivered by approved safeguarding facilitators who have undertaken a specific Train the Trainer (TTT) programme equipping them to deliver Designated Officer training.
* Approved safeguarding facilitators who have undertaken the TTT equipping them to deliver Designated Officer training must co-facilitate their first Designated Officer training programme with a member of staff from the National Safeguarding Office.
* Designated Officer enrollers must first have completed the Safeguarding Adult at risk of abuse eLearning programme on HSeLanD.
* Designated Officer interactive workshop attendees must complete and submit the required deskwork in advance.
* A facilitator’s guide for designated officer training sessions has been developed and shared with all facilitators. This guide is updated as necessary and provides section-by-section guidance for facilitators’ in managing delivery of key messages in a consistent manner.
* The National Safeguarding Office will facilitate meetings with approved safeguarding facilitators from time to time (at least annually). These will be learning & development focused as well as a consultative and support forum.
* Only National Safeguarding Office approved materials and case scenarios to be used for DO training.
* The National Safeguarding Office retain control and rights over these materials and will make changes as necessary. As and when materials are updated/revised the new version will be distributed to all safeguarding facilitators with a commencement date for implementation.

Summary of quality assurance measures for safeguarding training

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | National Safeguarding Office (NSO) | Safeguarding Facilitators | Participants | Line Manager |
| eLearning: Planning | Development and ongoing review and revision of eLearning programme.Conduct formal review three yearly | n/a |  | Assign protected time and facility for staff to completeEnsure staff complete training at a minimum of three yearly |
| eLearning: During sessions | n/a | n/a | Complete programme & separate assessment 3 yearly  | Maintain local records |
| eLearning: Post Training  | Compile report per quarter on completionsCompile report annually on safeguarding trainingReview programme evaluations on an ongoing basis and consider findingsOngoing review and revision of managers toolkit and additional safeguarding learning resources  |  | Complete *action plan* in work setting soon after training and agree it with line manager.Complete post training knowledge assessment questionnaire when requested by line managerParticipate in ongoing safeguarding learning within their service | Review and agree the participants’ *action plan* soon after trainingIdentify additional learning needs on ongoing basis using *post training knowledge assessment questionnaire*. Use the *extend safeguarding learning managers’ toolkit* and other resources to further safeguarding learning.  |
| Designated Officer (DO) training programme specific | Coordinate scheduling and delivery of DO programmes. Ensure registrations are open to all DOs (disciplines and settings mix)Ensure adequate provision of programmes (online : in person mix)Safeguarding facilitator to co-facilitate their 1st DO programme with NSO facilitator.Ensure deskwork completed by attendees prior to interactive workshopReview programme evaluations on an ongoing basis and consider findingsNSO meet with DO facilitators at least yearly – part development / part peer support Consider facilitators’ own training needs e.g. technical training & competence | Only safeguarding facilitators approved via TTT to deliver DO programmeSafeguarding facilitators must co-facilitate their 1st DO programme with NSOBring any emerging issues of concern arising to NSOEach facilitator to deliver 4 interactive workshops per year (50% online as a minimum to meet demand)Facilitators to consider their own technical training requirements  | DO attendees must have 1st completed safeguarding eLearning programmeDeskwork completed & submitted via HSeLanD in advance of interactive workshopOnline workshops- camera and sound on (joining by phone not sufficient)Attendees should login from a suitable venue & minimise potential for interruptionsActive participation required at Interactive workshopConsider their own additional training needs as relevant to the role and discuss with their line manager | Assign protected time (6.5 hours over course of blended DO programme) and appropriate facility for staff to access interactive workshop if onlineMaintain local recordsConsider additional training needs for designated officer as relevant to the role |

Appendices

Appendix A – Staff Knowledge Questionnaire POST training

**Safeguarding Knowledge Questionnaire**

**For completion 2-4 months post safeguarding training**

*Your responses to this questionnaire will be kept confidential and will be used to assess staff knowledge following safeguarding training.*

*Your line manager may discuss your individual responses with you in order to address any gaps.*

|  |
| --- |
| Name: Click here to enter text.  |
| Job Title: Click here to enter text. |
| Work address: Click here to enter text. |
| Organisation & CHO: Click here to enter text. |
| Line Manager:Click here to enter text. |

**Date completed Safeguarding Adults at Risk of Abuse programme: \_\_ / \_\_ / \_\_\_\_**

Q1 Give three key messages about safeguarding that you understand from the Safeguarding Adults at Risk of Abuse Programme you completed

|  |  |
| --- | --- |
| 1 | Click here to enter text. |
| 2 | Click here to enter text. |
| 3 | Click here to enter text. |

Q2 Tell me two things that you understand about Zero Tolerance to abuse and what it means in practice?

|  |  |
| --- | --- |
| 1 | Click here to enter text. |
| 2 | Click here to enter text. |

Q3. Since your training have you had a safeguarding concern and if so what did you do and what was the outcome for the vulnerable person?

|  |
| --- |
| Click here to enter text. |

 Q4. Who would you pass on a concern of abuse to in your organisation?

|  |
| --- |
| Click here to enter text. |

Q5 Have you made any changes to your own practice since completing the eLearning awareness programme? Yes[ ]  No:[ ]

|  |
| --- |
| If so, give examples:Click here to enter text. |

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_ / \_\_ / \_\_\_\_**

**Line Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_ / \_\_ / \_\_\_\_**

**Note to line managers:**

Line managers should hold this record on file and arrange to discuss / action any knowledge gaps with staff. [Managers Toolkit to Extend Safeguarding Learning](https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguarding%20practice%2C%20training%20and%20%20guidance.html) may be helpful in this regard.

Advice may be sought from the National Safeguarding Office.