
Making Safeguarding Personal Toolkit

Case Example 1: Information and support



Case Example 1: Information and support

The aim of this tool is to support you individually or as a group to reflect on providing information and advice as part of your preventative role in safeguarding.

Research shows that people often need information and advice at a time of change or crisis. At this point they often feel very anxious. Personal relationships with individual professionals are important in supporting people to get the information and advice that they need. Practitioners can help people to identify what they need to know and where to find this.

This tool provides a case example of two people who suddenly find themselves in need of information and advice. It is partially based on a real life example from a carer who took part in a Working Together project (RiPfa, 2011).

Read through the case example and think about the situation from the two people's point of view. Consider what happened, how it felt, what it meant and what they might need to do.

Then use the reflective questions to discuss and reflect on your role.

When might you use the tool:

- > For your continuous professional development
- > In group reflection
- > In training

For more information on reflective supervision tools you can look at the RiPfa Supervision Change Project website: www.ripfa.org.uk/resources/supervision



Case Example

Mr Jones was a corporate manager who travelled extensively for work, often being away from Monday to Friday. Ms Enright, his partner worked part-time running her own business providing financial advice. They had two grown up children who lived in different parts of the country and had families with young children.

One Wednesday Ms Enright was crossing the road on the way back from the post office and was hit by a car. She was admitted to hospital and found to have a brain injury. This made her forget things, become aggressive and struggle to find words. Mr Jones was given two weeks compassionate leave from work and then had to try to juggle his work while his wife remained in hospital. Ms Enright kept asking her husband when she could get home and get on with her life.

Mr Jones said: *“My life has changed entirely and it will continue to do so. I know what I was but I don’t know what I am now. I feel alone as though nobody fully understands what it’s like for me. I have no time for me but I am important too. I feel frustrated and resentful sometimes. I am frightened my wife will be violent towards me so I try not to say things which might upset her. I have no idea where to go for help.”*

An assessor was asked to see Ms Enright and Mr Jones to talk to them about social care support.



Reflective questions

As the assessor consider:

- > What do Mr Jones and Ms Enright need to know?
 - > What are the potential barriers to them getting the information and advice that they need?
 - > What can you do to support them?
-