



Healthcare  
Improvement  
Scotland



# Adult support and protection multi-agency quality improvement framework, October 2024

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# ASP multi-agency quality improvement Framework - QIF



- ▶ We would like to tell you about.
- ▶ Why we developed a QIF for adult support and protection.
- ▶ How we collaborated extensively to create the QIF.
- ▶ How we engaged with adults with lived experience of trauma and adult support and protection.
- ▶ How our QIF might be used.

# Why did we create the ASP QIF?



- ▶ Our phase one joint inspections of adult support and protection revealed there was limited self-evaluations of adult support and protection using a quality improvement framework.
- ▶ We considered that a QIF for adult support and protection would be a useful tool for partnerships to carry out periodic multi-agency self-evaluations of adult support and protection.
- ▶ Rigorous self-evaluations of ASP will drive improvement.
- ▶ The QIF will underpin future joint inspections of ASP.

# Collaboration



## Collaboration for this QIF

**ASP National Implementation Group Self-evaluation Subgroup**

**62 delegates attended the three in-person workshops**

**22 delegates attended online workshop**

**Delegates from 31 out of 32 partnership areas participated in our four workshops**

**Homeless Network Scotland. Addiction Recovery Group.  
Trauma-informed Collaborative Group.**

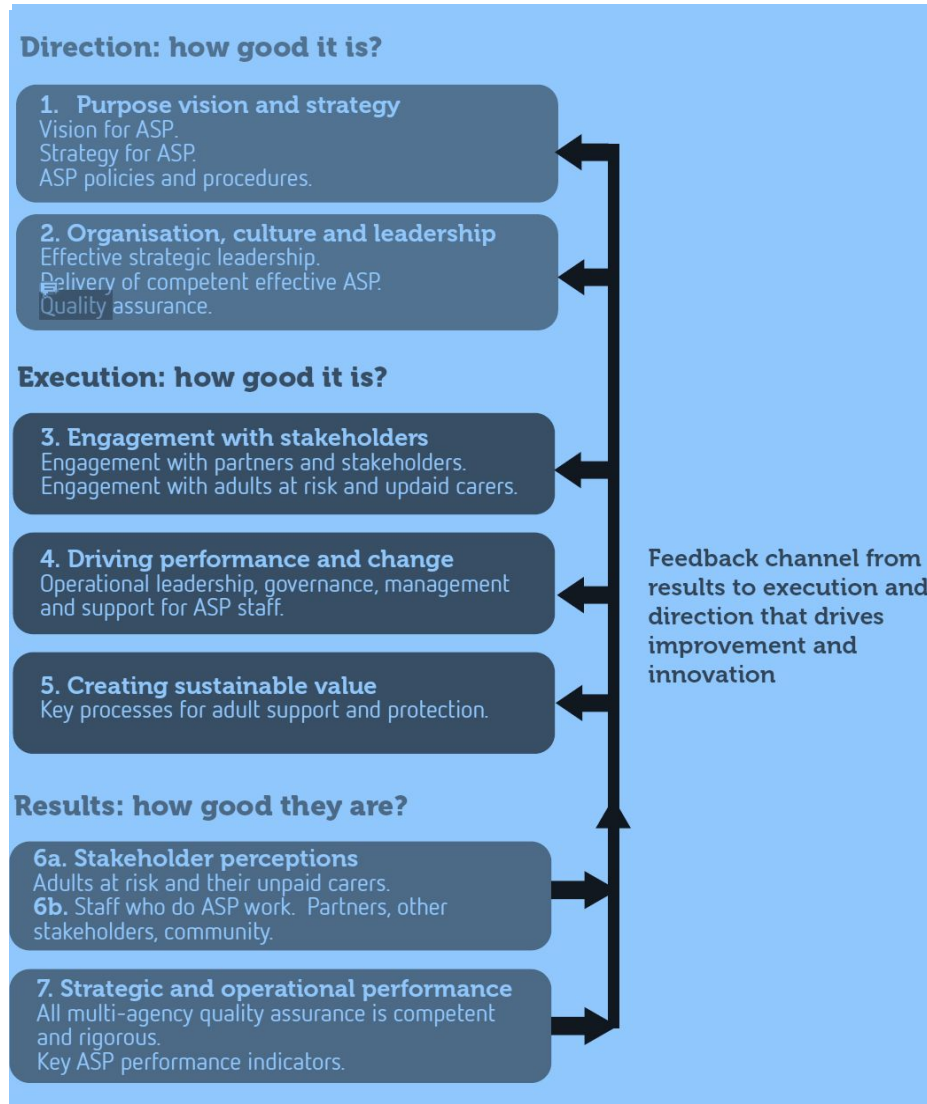
**National Trauma Transformation Programme . Complex Needs Service**

# Involvement of adults with lived experience of trauma & ASP



- ▶ We met with groups of adults with lived experience of trauma and adult support and protection.
- ▶ They reviewed our QIF and commented upon it.
- ▶ They provided us with powerful statements reflecting their experiences.
- ▶ We have included them prominently in our QIF.

# How the QIF is set out



- ▶ Logic model for adult support and protection.
- ▶ Quality indicators for adult support and protection.
- ▶ Explanation of what very good looks like and what weak looks like for each quality indicator.
- ▶ Section on carrying out self-evaluation for adult support and protection arrangements.
- ▶ Trauma-informed adult support and protection practice from a self-evaluation perspective.

# How partnerships might use QIF.

## By single QI

Partnerships might conduct a self-evaluation for one ASP quality indicator.

## By one key ASP area

Partnerships might conduct a self-evaluation for one key area, such as key processes.

## By several key areas

Partnerships might conduct a self-evaluation of several key areas. For example, strategic leadership and direction, key processes and performance results, or any other combination favoured by the partnership.

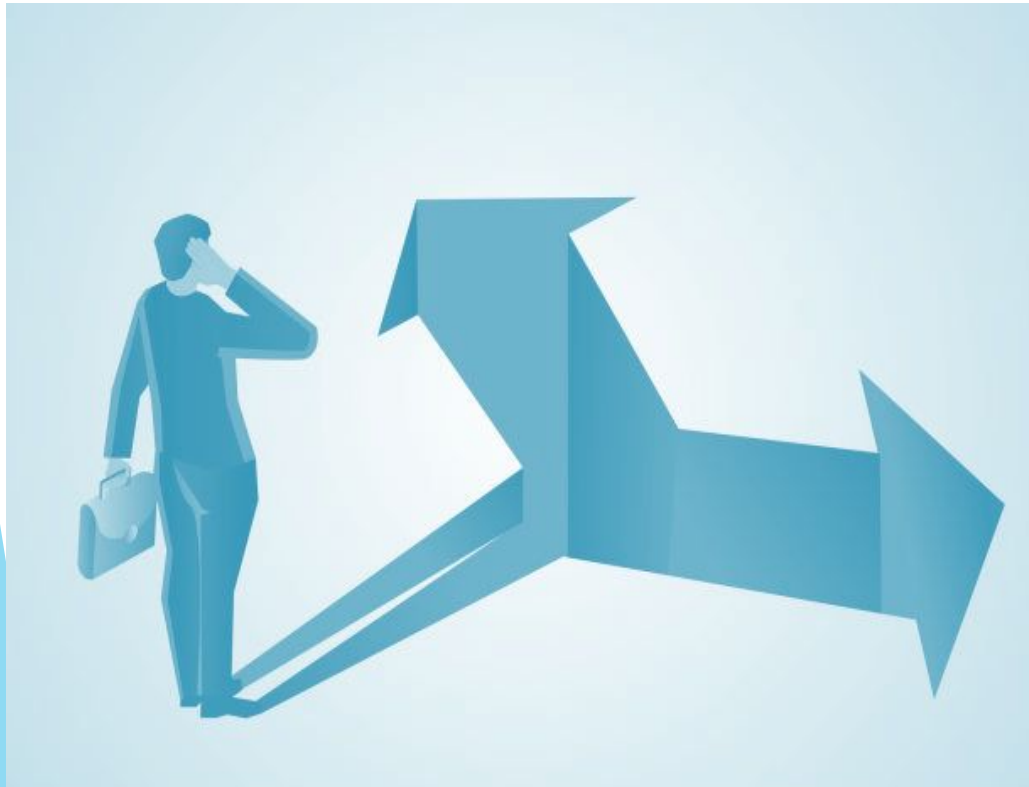
## By all key areas

Partnerships might conduct a self-evaluation for all seven key areas - major exercise.

## Apply its provisions generically

This document is generic. Its provisions generally apply to social work, police and health. And other partners where appropriate. We reference our published agreed definition of adult protection partnership (2017). When there is clearly a lead agency - for example social work - it executes its role **as a partner**. Similarly for police and health.

# Adults with escalating risks for whom it's hard to determine if they meet the three-point criteria



- ▶ QIF sets out process for individuals for whom these circumstances apply.
- ▶ The joint inspection of adult support and protection team will work with several partnerships that will self-evaluate their arrangements to support these individuals. This is part of our phase two programme for adult support and protection.



# Trauma-informed ASP practice from a self-evaluation perspective



- ▶ This section of our QIF sets out what partnerships might consider when self-evaluating their adult support and protection arrangements from a trauma perspective.
- ▶ It aligns to national guidance and training material.
- ▶ It should inform partnerships' chosen ASP self-evaluation methodology on questions they might ask about trauma-informed ASP practice.

# Police and health



- ▶ There are sections on:
- ▶ What good policing for adult support and protection looks like
- ▶ What good health involvement for adult support and protection looks like.

- ▶ Role of officers for ASP.
- ▶ Procedures for ASP.
- ▶ Governance processes.
- ▶ Escalation.

- ▶ Role of health professionals for ASP.
- ▶ Statutory responsibilities of NHS staff.
- ▶ Governance, accountability, and quality assurance.

# Benefits of multi-agency self-evaluation



- ▶ It is a vital tool for the effective governance of adult support and protection.
- ▶ It drives improvement and measures progress with the partnership's improvement activities.
- ▶ It identifies good practice.
- ▶ It can assess progress for key themes, such as involvement and inclusion of adults at risk.
- ▶ It can reveal problems the partnership needs to rectify.
- ▶ It can contribute to the safety, health, and wellbeing of adults at risk.

# Next steps



- ▶ Now Mike Harkin will discuss the next steps