

## Immediate Considerations and Actions:

- Immediate safety, support and care of individual
- Undertake internal information gathering and response

## Consider the information received so far...

Is there reasonable cause to suspect abuse that requires safeguarding referral? Or is it poor practice that requires a provider response?

In either case, action must be taken to safeguard the individual:

### CQC Regulation 14: Meeting Nutritional & Hydration Needs

People who use services have adequate nutrition and hydration to sustain life and good health and reduce the risks of malnutrition and dehydration while they receive care and treatment.

To meet this regulation, providers must make sure people under their care have enough to eat and drink to meet their needs. These needs must be assessed, including those prescribed nutritional supplements and/or parenteral nutrition. Preferences, religious and cultural backgrounds must also be taken into account.

CQC can prosecute for a breach of this regulation if it results in avoidable harm or exposes the risk of significant harm of a person using the service. In these instances

## Steps to take:

- Ensure immediate safety and care of person
- Incident form, internal investigation, staff duty rotas, care/support plan
- What would you want to find in the practice records?
- Has assessment, planning, monitoring and review taken place?

- Do daily records reflect trends or themes?
- Does the care/support plan evidence preference and culturally appropriate nutrition and drinking?
- Has timely medical care been sought?
- Has referral been made to specialist services?
- Would any notifications be required?
- Would the local safeguarding team be informed?
- Would any partnership working be relevant?
- Develop a protection plan that is person-centred and outcome focused, proportionate and least restrictive with the individual
- Consider a mental capacity assessment
- Consider a multidisciplinary team meeting
- Indicate when review and monitoring will take place
- Has any quality assurance taken place?
- Consider if staff require additional training to evidence lessons learned and continuous improvement

## Consideration for a S42

### Indicators of neglect/physical abuse:

- Weight loss or gain unintentionally
- No access to food and drink in line with needs
- No access to medical and dental care
- No agreed care and support plan
- Signs of malnourishment
- Food and fluid charts not completed and specialist advice not sought
- Failure to provide nutrition and hydration to an adult at risk

### Poor practice:

- Restricted access to food and drink
- Preferences, religious and cultural background not considered
- Intolerances and allergies not managed
- Parenteral nutrition and dietary supplements not administered by qualified staff
- Water not accessible or available
- Lack of support or equipment to promote independence
- Food not served at correct temperature
- Staff not seeking nutritional advice when required