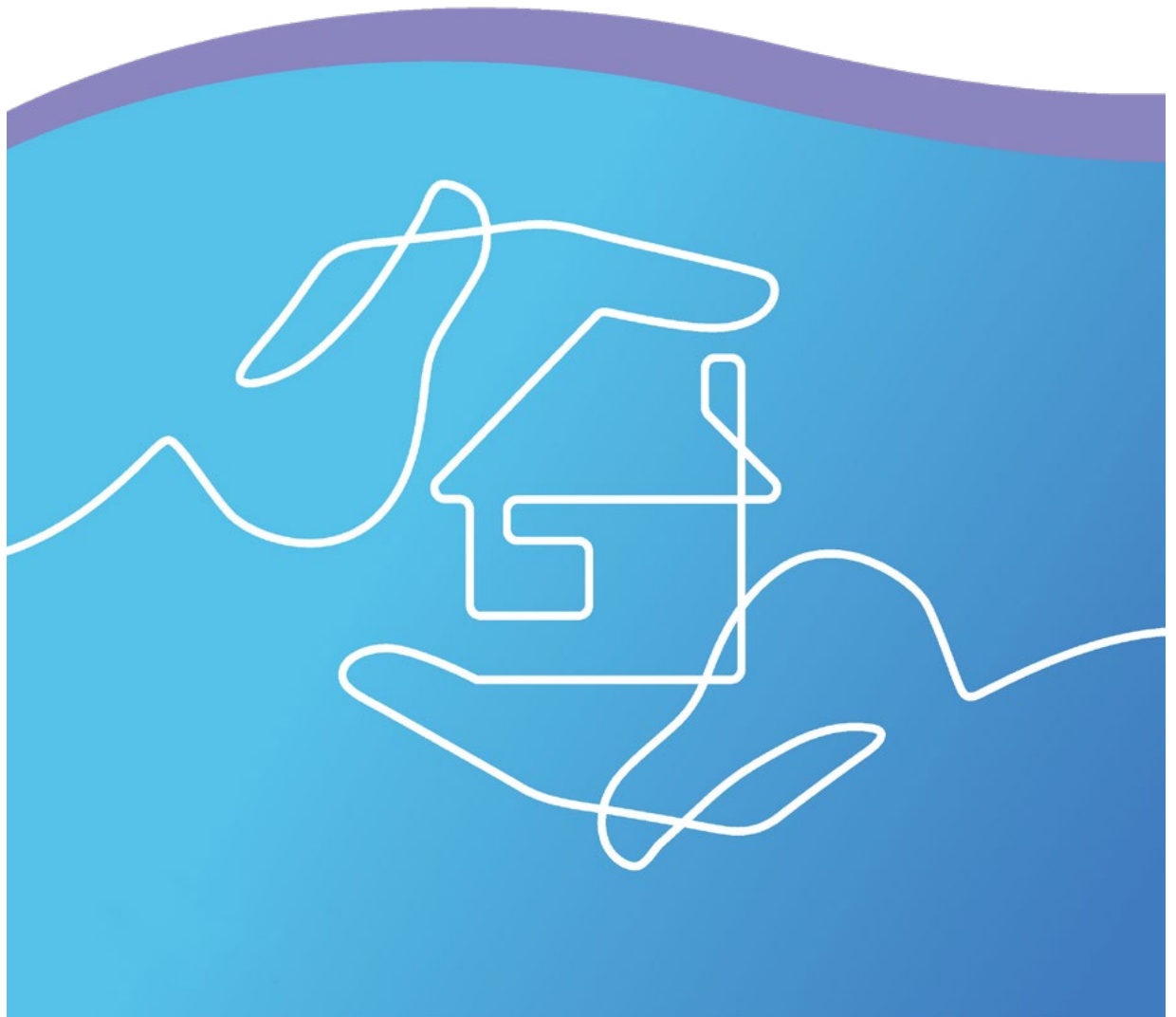




HM Government

Safe Care at Home Review



Easy read version
June 2023



Home Office



Department of Health & Social Care

The Safe Care at Home Review looked into the protection and support available to adults abused in their own home by their carers.

It was done over 2 years and completed in 2023 by the **Home Office** and the **Department of Health and Social Care**.



Department of Health & Social Care

The Department of Health and Social Care

Their job is to enable everyone to live more independent, healthier lives for longer.



Home Office

The Home Office

Part of their job is to cut crime and the harm crime does.

Words used in the Review



The Review uses these words **written in bold** with these meanings, to make sure everyone has the same understanding.



The Review is about people who live in their own home. This could be rented, provided by the local council or owned.



People providing care or carers are the people who support others to live independently in their own homes.



Abuse is when someone does something to hurt you.

This includes bullying, shouting, hitting, stealing and sexual violence.



Neglect is when the person who is supposed to be supporting you does not do it properly.

For example, not giving you enough food, not keeping you warm, not giving your medication or not getting you help when you need it.



The Review is only about people living in their own home. We looked at people's own homes because we don't know very much about abuse that might happen there.

It does not include residential care homes.
It does not include prisons or homeless shelters.



Unpaid carers are anyone who cares for friends, family and neighbours without being paid. They could care for a friend or family member who cannot cope without their support with daily activities. For example because of illness, disability, serious injury, a mental health condition or an addiction.

The person may need support with shopping and cooking, or getting washed and dressed.

Unpaid carers may not always live with the person they care for.



Paid carers are care workers who are given money to provide care for an individual.



Volunteers provide care as part of the service of a voluntary organisation such as a charity.



Personally connected means people such as family members, intimate partners and people who are married or civil partners.



Domestic Abuse Act

The Domestic Abuse Act lets people know about domestic **abuse** and helps to stop it happening. It aims to protect and support people who have been **abused**.



The Care Act is mainly about people who are 18 and over and need care and support. This law sets out rules that local councils and other organisations have to follow to protect adults at risk of **abuse** or **neglect**.



Safeguarding is protecting adults or children from **abuse** or **neglect**. It also means making sure people are supported if they are **abused** or **neglected**.



Safeguarding Adult Board (SAB)

Each local council has a **SAB** who supports adults that need care and support when they have been, or are at risk of, being **abused** or **neglected**.

When someone is badly harmed the **SAB** carries out an investigation called a **Safeguarding Adult Review (SAR)**.



Care Quality Commission (CQC).

Their job is to make sure services, like hospitals, doctors surgeries and care homes, are giving good health and social care safely to people. This includes the care provided by paid workers to people in their own home.



Crown Prosecution Service (CPS)

The Crown Prosecution Service looks at evidence from the police when they think a crime has happened. Evidence is all the information about the crime.



The Domestic Abuse Commissioner

speaks up for people who have had domestic abuse happen to them. They can make sure that Government and other people try to stop domestic abuse from happening.



The Victims Commissioner

speaks up for victims of all crimes and makes sure that Government and other people try and stop abuse from happening.

Introduction



When the Government was working on the **Domestic Abuse Act**, they heard stories about some people being **abused** in their homes by their carers.



So the Government set up The Safe Care at Home Review to look into the protection and support for these adults who are **abused** by the people who care for them.

The Review was completed in 2023.



In this Review, the **abusers** could be **paid** or **unpaid carers** or **volunteers**.

Different protections exist for people who are **abused**, depending on who the **abuser** is to them.

If an adult is **abused** by a family member, partner or ex-partner and the adult and the **abuser** are both 16 years or over, these **abusers** are **personally connected**. This means the person is protected by the **Domestic Abuse Act 2021**.

People who need care and support that are **abused** by carers who are not **personally connected** to them are not covered by the **Domestic Abuse Act**. However they are protected and supported by the **Care Act**





The **Home Office** and the **Department of Health and Social Care** did the Review together.

What the Review did



The Review looked at what is being done to protect people **abused** by the people who care for them at home.

It looked at the support available for people being **abused** in their own home by the people who care for them.

Who was part of the review?



People who are deaf, have disabilities and older people, and groups who can speak up for them. People who experienced **abuse** or neglect themselves.

Experts in adult social care, criminal justice and **safeguarding**. This included;

- Social services and social workers
- **Safeguarding Adult Boards (SAB)**
- The police
- Housing and care providers
- Health providers
- **Crown Prosecution Service (CPS)**
- **Care Quality Commission (CQC)**
- People who receive care and support



Who is the Review about?



The Review is about adults over 18 who have support at home to live independent lives. So it includes people with disabilities and older people. It does not include children.



The Review is about people living in England.



It covers all types of **abuse**, including;

- Physical abuse
- Verbal abuse
- Sexual abuse
- Financial abuse
- Emotional abuse
- Coercive and controlling behaviour

What is happening today?



Although we don't know the exact numbers of unpaid carers in England, the latest information in 2021, 4.7 million people said that they provided **unpaid care**.



The health and social care system has many difficulties and challenges. These include recovering after Covid-19. People are also living to an older age and need help with their care for longer. There are also difficulties in getting people to work in social care jobs.

The Government has plans to change adult social care in England. In December 2021 the report *People at the Heart of Care: adult social care reform white paper*, set out social care plans for the next 10 years.



In April 2023 the Government shared their plans to change social care.

An Easy read version of the report with these plans can be found here:

[Next steps to put People at the Heart of Care - easy read \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)



These plans put people at the centre of adult social care. They will make sure that people have the choice, control and support they need to live independent lives.



Most people with care and support needs are older people. For people over 65, the main reasons for needing support are physical disability and memory issues.



But there are more people now who are under 65 and need social care. Half of this group have a learning disability. Others need physical support or mental health support.



Some people's support is paid for by local councils under the Care Act 2014, if they are eligible. Others pay for all or part of their own care and support. Or they get help from family or friends.



Future plans will introduce a lifetime limit on the amount of money anyone in England will spend on their personal care. More people will be able to get services from the local council instead of having to pay for them.

When these changes start, adult social care will allow more people to receive help and services from their local council.

Link to - [People at the Heart of Care: adult social care reform \(easy read\) \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/433320/people-at-the-heart-of-care-adult-social-care-reform-easy-read.pdf)



This Review says that better actions are needed to protect and support people with care and support needs who are at risk of, or experiencing, **abuse** in their own homes by the people providing their care.

The Review highlights three key messages which are to improve: leadership; the local area's response to **abuse** in the home; and research and data into this type of **abuse**.

1. Leadership



The Review heard that it is not clear who is responsible for **safeguarding** in England. It needs to be clear who has the main responsibility for keeping people safe.

The Government will:

Work with the **Domestic Abuse Commissioner**, the **Victims Commissioner** and the Chief Social Worker to share good ways of working that protect people who have care at home and are at risk of **abuse**.

Look at parts of Care Act guidance to see if it can be made better.

Bring people in working in different Government departments together. They will plan what work is needed to improve things for people with care and support needs.



The Review heard about different pressures on money and resources that make it harder to keep people with care and support needs safe.



Department
of Health &
Social Care



Home Office

The Department of Health and Social Care will work with Care Quality Commission (CQC) to see how the Care Quality Commission support local safeguarding practices.

The Home Office will give £3 million for organisations who support victims of domestic abuse.



The Review heard there was not enough sharing of information, learning from good ways of working, or learning from failures.



The Government will;

Help make safeguarding adult reviews and **safeguarding** adult boards share information and work better. It will listen to the voices of victims and survivors.

2. Improving the local area's response to abuse in the home



The Review heard

different areas in England followed the Care Act in different ways.



The Review heard some social workers and other staff do not understand this type of **abuse**.

They find it difficult to know what they should do as the law is complicated.



The Government will;

Help organisations better understand what their legal duties are. This includes working with the College of Policing.



Help social workers understand how to look for signs of this type of abuse and neglect, especially of older people and disabled people.



The Review heard some frontline professionals didn't have the right skills and training to protect people. For example some people might need advice about how to do a risk assessment or know how to share information.

The Government will;

Work together better with local councils, the NHS and the police to look out for people at risk, and improve recording and reporting of these cases. They will try out new Domestic Abuse Protection Orders in 3 areas to see if these help. These orders can be given by the family courts and should stop abusers from going to the homes of people at risk of abuse.



3. Research and learning



The Review heard there wasn't good information about this sort of abuse, and the information wasn't used well to make things better. There needs to be better information to know how often this type of abuse is happening and what can be done to prevent it.



The Government will;

Find out more information from different departments. Government will work with the CQC to help them consider this when they inspect local councils. The Home Office will help to collect better information about this type of abuse.



The Review heard there needs to be more research to improve understanding of why this sort of abuse happens in care relationships.



The Government will;
Do more research with other partners to find out more about this type of abuse and neglect.