

Making Safeguarding Personal (MSP) - Summary of Tools and when to use them

Guidance for using the individual tools is available within the toolkit which can be found at: <https://www.coventry.gov.uk/MSP>.

Click on the [link](#) to open a copy of the tool or further information.

The person must be seen and consulted at the earliest point possible

To be used at concern stage

The [One Page Profile](#) helps to provide a summary of the person's strengths, qualities and what they view as important. When done well, it can be reliably used by everyone involved in the safeguarding process to get to know the person quickly and ensure they get consistent support that gives them the control they want.

An assessment of mental capacity must be considered where the person has an impairment or disturbance in the brain which affects their ability to make safeguarding decisions(s)

To be used when decision(s) have to be made, starting at enquiry stage

The **Mental Capacity Assessment Tool** will help you to decide what the decision is, the salient points and the type of questions that need to be asked.

It includes a **Checklist** of trigger questions help to structure those conversations and a **Questions and Answers** section. If the person is assessed as lacking mental capacity to make the decision you need to make a best interest decision on the persons behalf.

The **Best Interest Checklist** will help you to ensure that the decision to be is made is reflective of the person's needs, wishes, feelings, circumstances and outcomes.

There's more information on the [Mental Capacity Act Intranet page](#)

The [Understanding Mental Capacity website](#) has a specific section for carers (and professionals) which contains lots of useful information about the Mental Capacity Act.

The person's ability to express their outcomes has to be assessed and a representative or advocate needs to be appointed

This should be at concern/enquiry stage or at the earliest point thereafter

The **Advocacy Checklist** provides guidance on when to use an advocate, what type of advocates may be suitable and how to make a referral. Also see: [Advocacy Factsheet](#)

The person or their representative should be helped to identify and agree the outcome(s) desired.

To be used at the concern and/or enquiry stage

The **Identifying Outcomes Aide Memoire** is a checklist of trigger questions that help to determine the outcomes most important to the person. This could relate to how they want the process to be managed, how involved they want to be, who they want to help them, how they want to be protected and achieve restoration and recovery. You should use discretion and judgement to adapt the suggested questions and statements to suit the person or situation.

Outcomes should be kept under review to see if they are being met or have changed

Outcomes can be reviewed at any point during the process but must be reviewed at the end of the enquiry

The **Reviewing Outcomes Aide Memoire** is a checklist of questions to consider.

The person and/or their representative should be supported to be identify what is and not working

This can be used at the planning stage or whenever the need arises

The [What's Working/Not Working Tool?](#) helps to identify and breakdown different perspectives about what's working, what isn't working and what needs to be maintained. When used well (i.e. in line with the underpinning principles) it can help diffuse conflict, ensure the person's voice is not lost and plan next steps.

The person and/or their representative should be supported to understand how they can be protected and what can and can't be done to support them.

This should be done when planning protective measures

The [Happy/Safe Grid](#) helps to assess if actions support the persons wellbeing and safety if they conflict. It helps with positive risk taking and safety planning.

The person needs to be clear about what your role is

This can be used when planning and implementing protective measures

[The Doughnut](#) helps you to breakdown your core responsibilities, areas where creativity/judgement can be used and where things that fall out of our responsibility.

Feedback from the person and/or their representative should be obtained throughout the safeguarding process

Part 1:- To be used at the beginning of an enquiry Part 2:- at the end

[My Safeguarding Experience Part 1](#) is to be used collaboratively with the person to explore their wishes and feelings and match them to the outcome measures.

[My Safeguarding Experience Part 2](#) seeks to identify if the person felt listened to, felt informed, safer and happy with how people dealt with their concerns. It allows us to measure whether their outcomes were met.