

TeamTalk Session Guide

Session No. 101

Safeguarding

Unexplained Bruising Noticed During Personal Care

Session aim	To help staff recognise that unexplained bruising may be a safeguarding concern, understand the risks of dismissing it too quickly, and know what safe action looks like.
Suggested session length	10 to 12 minutes
Session structure	Play Part 1 • Pause for discussion • Play Part 2 • Pause for discussion • Play Part 3 • Final discussion and close

Set the scene

This short scenario shows a care worker noticing bruising on a resident's arm during personal care. A colleague dismisses the concern, and nothing is done at first. The later part shows what good practice looks like when unexplained injury is taken seriously.

Opening discussion

Start the session by informing the team you are facilitating a short reflective learning session to look at unexplained injuries and how any unexplained injuries should be reported.

Play Part 1 of the video (until the first pause point)

Pause 1 discussion

Should unexplained bruising be treated as a safeguarding concern?

Suggested answers

- Yes, unexplained injury should be taken seriously.
- It may indicate abuse, neglect, unsafe handling, or an unexplained incident that needs review.
- Staff do not need proof before acting on a concern.

What should staff do next?

Suggested answers

- Check the person's immediate safety.
- Ask simple and appropriate questions if the person is able to respond.
- Report the concern promptly.
- Follow the service's safeguarding and incident procedures.

Play Part 2 of the video (until the second pause point)

Pause 2 discussion

What records should be completed?

Suggested answers

- Date and time.
- Location of the bruise.
- Size or appearance.
- What was observed.
- What did the person say.
- Any explanation offered.
- Body map if the service uses one.

Why is it risky to dismiss bruising without checking?

Suggested answers

- Staff may miss a pattern of harm.
- Unsafe care or abuse may go unnoticed.
- Important information may be lost.
- The person may remain at risk.

Play Part 3 of the video (until the end of the video)

Final discussion

Why is factual recording so important?

Suggested answers

- It creates a clear record of what was seen.
- It helps identify patterns.
- It avoids assumptions.
- It supports safe escalation and review.

Key learning points

- Do not dismiss unexplained injuries.
- Make the person safe, record the facts clearly, and report the concern.
- Staff do not need proof before acting on a safeguarding concern.
- Record facts, not assumptions.

Reflective question

How do we make sure unexplained injuries are taken seriously in our setting rather than being brushed off?

Further support

- [Regulation 12: Safe care and treatment - Care Quality Commission](#)
- [Regulation 13: Safeguarding service users from abuse and improper treatment - Care Quality Commission](#)
- Local adult safeguarding procedures for your area