

Solihull Safeguarding Adults *newsletter*



Solihull
METROPOLITAN
BOROUGH COUNCIL

May 2013

Welcome to the third edition of the Solihull Safeguarding Adults Newsletter, which will keep you up to date with local and national developments in relation to safeguarding adults. In this edition:

- In this edition:**
- Safeguarding Adults Multi Agency Policy and Procedures for the West Midlands and Local Practice Guidance
 - My Safeguarding Experience
 - The Francis Report on Mid Staffordshire Hospital
 - CQC's Home Care Inspection

Board & Sub Committee News

Operational Sub-Committee

Local Practice Guidance has been signed off by this sub-committee and work is progressing on the Emergency Home Closure Policy.

Prevention Sub Committee

Preparations for World Elder Abuse Awareness Day are well underway. All are being urged to wear purple on 14 June to mark the day. An evaluation of the publications produced by this sub-committee is in progress. All Posters and leaflets are available to download.



Joint Training & Education Sub Committee (Adults & Children)

The joint training sub-committee has drafted a joint training strategy, which has been sent out for consultation and we welcome your comments.

MCA/LISG Sub-Committee

A Solihull Supervisory Body has been set up to form a more robust framework and support for our Best Interest Assessors. Congratulations to Alison Coppock, Dibah Farooqui, Beth Hutchinson, Veena Kanda and Joanna Murphy who are now BIAs. Also, congratulations to Ann Prentice and David Mullane who are now Authorisers.

Quality & Audit Sub-Committee

The Safeguarding Adults Board tasked this sub-committee to complete a survey to assess Partner agency and social care staff's understanding and knowledge of the links between safeguarding and domestic abuse.

- 155 people completed the survey
- 66.5% felt they were clear about when a safeguarding adults incident is also domestic abuse
- 73% felt confident in knowing when to share information in respect of domestic abuse situations related to adults at risk
- 70.5% rated their knowledge about issues related to domestic abuse and people who have physical disabilities as adequate or higher
- 74% rated their knowledge about issues related to domestic abuse and older people as adequate or higher.
- 79% rated their knowledge about issues related to domestic abuse and people who have learning disabilities as adequate or higher.

However

- Only 27% stated they knew how to risk assess domestic abuse situations and make a referral to MARAC if required.

Working Together
to safeguard adults

in Solihull

Did you know?

From 1 April 2013 Solihull implemented the Safeguarding Adults: Multi Agency Policy and Procedures for the West Midlands.

A full copy of them can be found [SCIE website](#).
They can also be found [Solihull Council's website](#)

New Policy and Procedures

On our website you will see that we have divided the policy and procedures into 16 sections.

Of particular note

Section 15 – Toolkit

This toolkit provides practitioners and managers with forms, checklists and aide memoires for all Safeguarding Adults work.

They have been produced to help with all the different stages and assessments in the Safeguarding Adults Procedures, must be used in conjunction with the Safeguarding Adults Multi Agency Policy and Procedures for the West Midlands and DO NOT replace the Safeguarding Adults electronic recording system.

Section 16:

• **Pressure Ulcer and Safeguarding Adults Local Practice Guidance No 1**

This guidance provides advice and guidance on the prevention of pressure ulcers as well as useful triggers to help practitioners and managers to decide when safeguarding adults procedures should be undertaken. Within this guidance document is a template for investigations into pressure ulcers which will help to determine if the pressure ulcer was avoidable thus a safeguarding issue or unavoidable and not a safeguarding issue.

• **Domestic Abuse and Safeguarding Adults Local Practice Guidance No 3**

This guidance will help practitioners understand the links between Safeguarding Adults and Domestic Abuse. It is important to try and identify when a safeguarding adults referral is also domestic abuse as early as possible so that a thorough risk assessment can be undertaken, Domestic Abuse services, which the victim/survivor can access can be identified and a referral to MARAC can be made.

This guidance contains the CAADA risk identification checklist so that a referral to MARAC can be made. It also contains some examples of positive/direct questions and some good practice *do's and don'ts* in relation to Domestic Abuse.

• **Service User to Service User Incidents Local Practice Guidance No 4**

The guidance has been developed so practitioners and partners know how to respond to service user to service user incidents and when a Safeguarding Adults referrals is required.

It contains Safeguarding Adults “triggers” to help providers and Adult Social Care understand incidents and make decisions when an incident should be managed via single agency procedures or whether to make safeguarding adults multi agency referral.

In addition this guidance contains a “Communal Setting Questionnaire Checklist” which has been developed to help people determine what lead up to the incident, the

consequence, impact and outcome of the incident and what has been put in place following the incident.

• **Risk Assessment Local Practice Guidance No 13**

This guidance includes key definitions, factors that increase and decrease the risk of harm, the Council risk matrix and the actions to be taken to the risk of harm category identified.

• **Thresholds Local Practice Guidance No 15**

This guidance is for practitioners and partners and explains the processes involved in making a decision about whether an “alert”, regarding an adult who appears to be at risk of harm or is being harmed, is progressed through the safeguarding adults’ procedures. Such “threshold decisions” are crucial in ensuring that members of the population who meet the definition of “vulnerable adult / Adult at Risk” (No Secrets 2000) are able to receive the assistance they need.

• **Record Keeping and Minute Taking in Safeguarding Adults Local Practice No 16**

This guidance sets out the required standards for safe and effective record keeping for manual and computer records in respect of Safeguarding Adults and to help develop a consistent approach to minute taking in Safeguarding Adults procedures.

Good record keeping is an important part of the accountability of organisations to those who use their services and is vital to individual’s care and safety. Inaccurate records may affect decisions and harm may be caused to the individual.

Minutes of meetings are the written record of the business transacted and constitute the formal record of the meeting and an authoritative source of information for attendees and for anyone (with suitable consent), including service users, who may wish to review how a Safeguarding referral was responded to or has been progressed or concluded.

Where an allegation of abuse is made, all agencies have a responsibility to keep clear and accurate records. It is fundamental to ensuring that evidence is being protected and to show what action has been taken and what decisions have been made.

• **Protection Plans Local Practice Guidance No 19**

This guidance has been developed to help practitioners and partners to understand:

- What a protection plan is
- When a protection plan must be put in place
- Roles and responsibilities
- What to do if a protection plan is refused or cancelled and
- When and how to review protection plans

We recommend you use the electronic versions of the Safeguarding Adults: Multi Agency Policy and Procedures for the West Midlands as these will be the ones that are up to date.

Please destroy any copies of the Solihull’s Safeguarding Adults Multi Agency Procedures.

LOCAL NEWS

My Safeguarding Experience

In October and November 2012 Lyn Andrews, Safeguarding Adults Operational Co-ordinator, carried out a small project to ascertain people's experience of the Safeguarding Adults procedures. Lyn visited 11 adults who have been through the Safeguarding Adults procedures and asked them if they feel empowered throughout the process, fully informed of what was happening, supported and helped to understand what was happening and why, and, as a result, did they feeling safer, more or less independent and were they now closer or not to the people who matter to them?



The 11 adults visited felt:

- At the end of the safeguarding process they were in a safer position than before it was instigated.
- Listened to and helped to work through what had happened to them.
- Informed of the outcome of Safeguarding Adults investigations.

The learning from this project was:

- People need to be involved as early as possible about the process and what might happen. An individual's desired outcomes need to be identified and people should be kept up to date with the progress of investigations – e.g. weekly contact.
- Consideration should be given to how people who have experienced abuse can be supported to debrief/recover.
- We should learn from the feedback given in relation to a financial abuse situation.

This was a very positive project and work will take place this year to routinely identify individuals outcomes and if they have been met at the end of the Safeguarding Adults process.

If you are interested to see the report please contact the Safeguarding Adults team.

World Elder Abuse Awareness Day

World Elder Abuse Awareness Day (WEAAD) is marked each year on 15 June. It was established by the United Nations, following representations by our international partners INPEA (the International Network for the Prevention of Elder Abuse). The day aims to focus global attention on the problem of physical, emotional, and financial abuse of elders. Please help us mark World Elder Abuse Awareness Day by wearing purple and spreading the word that the abuse of adults in Solihull will not be tolerated.

We would like to use this international day to raise awareness of adult abuse regardless of age. This year we would like as many people, teams and organisations to

wear something purple and donate just £1 to Age UK Solihull on Friday 14th June 2013. Please support us and tell us what you are going to do and we will publicise it on our website – www.solihull.gov.uk/adultabuse

We would also like you to take a photo of anything you do or of yourself or your team wearing purple so we can put together a visual account of how we in Solihull have SAID NO TO ADULT ABUSE on Friday 14th June 2013. Posters will be sent out shortly to advertise this event and we will be releasing a podcast, starring Mark Rogers (Chief Executive, SMBC) Ian James (DASS - SMBC), Sally Bourner (WMPolice) and Aston Villa and England legend, Peter Withe! Watch this space!

NATIONAL NEWS

Francis Report

The Francis Report is the result of a public inquiry into the role of commissioning, supervisory and regulatory bodies in the monitoring of Mid Staffordshire Foundation NHS Trust between January 2005 and March 2009. It follows on from two previous inquiries into events at the Trust which uncovered a lack of basic care in many of its wards and departments. This previous report brought to light many distressing personal accounts of appalling care, such as patients being left in excrement in soiled bed clothes for lengthy periods, assistance not being provided with feeding for patients who could not eat without help, and staff treating patients and their families with indifference and a lack of basic kindness.

The Francis Report considers why these serious problems at the Trust were not identified and acted on sooner, and what should be done to prevent it happening

again in future. Its findings are highly critical of the Trust's Board at the time highlighting "an insidious negative culture involving a tolerance of poor standards and a disengagement from managerial and leadership responsibilities". However, the report ultimately concludes that responsibility is not confined to the Board of the Trust alone, but runs right through the health service. It states that events at the Trust are "not... of such rarity or improbability that it would be safe to assume that it has not been and will not be repeated".

The report calls for a "fundamental change" in culture whereby patients are put first and makes 290 recommendations covering a broad range of issues relating to patient care and safety in the NHS.

The full Report or Executive Summary is available to download/view.

Care Quality Commission

- *Not just a number*
- *Home care inspection programme*
- *National overview*



The number of people being cared for in their own homes is increasing. This trend is mirrored by the increased percentage of home care services that have registered with CQC. 16% more home care services were registered with CQC in 2011/12 compared to the previous year, and this increased again by 6% in the first six months of 2012/13.

Starting in April 2012, CQC undertook a review which ran alongside their regular programme of inspections. It looked at whether people receiving care at home are treated with dignity and respect, are supported by skilled staff, have choice about their care and benefit from processes that are meant to keep them safe.

During the review CQC inspected 250 services providing care to 26,419 people.

CQC wanted to gather as many experiences as possible and gathered the views of more than 4,600 people. This included:

- Visiting 738 people in their own homes.
- Discussing the experiences of 2,742 people, including 274 relatives and friends of people receiving care.
- Analysing the responses of over 1,000 submitted questionnaires and 130 web forms.

The inspection teams also included Experts by Experience (people who have received home care or who have experience of caring for somebody who has).

Throughout the review CQC found evidence of many services delivering good care. Overall, 74% of 250 services were meeting all five national standards that were checked.

CQC's concerns relating to respecting and involving people who use services included the lack of continuity of care workers, limited information to people about the choices available to them, staff training and appraisals, late and missed calls and failures to keep people informed about changes to their visits.

To see the full report and the recommendations, an Executive Summary, an Easy to Read version or a version in large print, visit the CQC website www.cqc.org.uk

Safeguarding Adults Training News

Solihull Safeguarding Adults Training Programme 2013/14 is now available.

NEW: Level 2 Safeguarding Adults Core Training Course – two day core training course for multi-agency Leads and Practitioners involved in the investigation process. It provides a comprehensive overview of the legislative framework in relation to safeguarding adults at risk and to provide opportunities for delegates to apply this framework to a number of safeguarding scenarios.

Refreshed: **Safeguarding Adults Awareness E-learning** and MCA E-learning is now available.

Topic-Based Training courses: See our Training Brochure for details. A wide range of interesting courses have been commissioned this year – such as Domestic Abuse, Financial Abuse, Institutional Abuse, Interviewing Skills, Report Writing and Court Skills and many more.

Level 3 and 4 courses have been commissioned and more will be available throughout the year.

Upcoming training and Workshops

DATE	COURSE	TIME/S
18.4.13	Domestic Abuse (Level 2)	9:30 - 16:30
15.5.13	Interviewing Skills for Investigators (Level 2)	9:30 - 16:30
21.5.13	Supporting Effective Investigations (Level 2)	9:30 - 16:30
11.6.13	Contributing to Case Conferences (Level 2)	9:30 - 16:30
20.6.13	Institutional Abuse (Level 2)	9:30 - 16:30
26.6.13	Interface with MCA 2005 (Level 2)	9:30 - 16:30
03 & 04.7.13	Level 2 Core Training	9:30 - 16:30
11.7.13	MCA Assessments (Level 2)	9:30 - 16:30
17.7.13	Forced Marriage and Honour Based Violence (Level 2)	9:30 - 16:30
23.7.13	Managing the Safeguarding Process (Level 3)	9:30 - 16:30
1.8.13	Safeguarding Adults for Provider Managers (Level 2)	9:30 - 16:30
6.8.13	Safeguarding Adults: Compliance & Inspection (Level 2)	9:30 - 16:30

Solihull Council employees can book on to these courses/events through Oracle Self Serve. For any other agency, please complete a training booking form found on the **Safeguarding Adults Training Page** of the website and send to **safeguardingadults@solihull.gov.uk** or fax to 0121 788 4414.

To report abuse

please call 0121 704 8007 (Office Hours)

Emergency Duty Team on 0121 605 6060 (Out of Hours) or

Email ccadults@solihull.gov.uk or via our website www.solihull.gov.uk/adultabuse

Contact Details

To report abuse please call **0121 704 8007** (Office Hours), Emergency Duty Team on **0121 605 6060** (Out of Hours), email ccadults@solihull.gov.uk or report online at www.solihull.gov.uk/adultabuse



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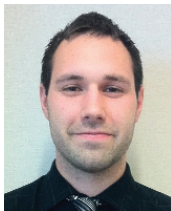
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