

Solihull Safeguarding Adults *newsletter*



Solihull
METROPOLITAN
BOROUGH COUNCIL

November 2013 Edition 5

Welcome to the FIFTH edition of the Solihull Safeguarding Adults Newsletter which will keep you up to date with local and national developments in relation to safeguarding adults on a quarterly basis.

- Some of the items in this edition:*
- Making Safeguarding Personal – going for **Gold**
 - New operational Safeguarding Adults Team
 - Deprivation of Liberty Safeguards – Change of contact details
 - West Midlands Regional Safeguarding Conference – Serious Case Reviews

Board & Sub Committee News

Solihull Safeguarding Adults Main Board

The Board is continuing to monitor the action plans following the Francis Report/Winterbourne View. Statutory agencies are providing updates and Solihull Council Commissioning is working closely with Coventry & Warwickshire Partnership Trust on a Joint Improvement Programme, which is being monitored by the Health & Wellbeing Board. The Board held a development event in October to identify work completed by agencies and work still to be carried out and also to identify any issues or challenges the Board should be aware of.

Operational Sub Committee

Documents with this group for final sign off include the E-Safety Strategy and Emergency Home Closures. Work is continuing with the local practice guidance on Self Neglect, Financial Abuse, PiPOT and Restraint.

The group are also looking at the SCIE Prevention Report to see what this group can contribute to the Prevention agenda.

Prevention Sub Committee

A revised Prevention Strategy for 2013-18 is being finalised. A survey has been carried out to obtain people's view of what the strategy should contain and the group are currently collating service user's views to incorporate into the document.

Quality & Audit Sub Committee

The committee has considered any learning from a Serious Case Review held by Coventry City Council, which was around an elderly frail client whose death was attributed to 'positional asphyxiation'. The client was found with her head trapped between a 'bed grab handle' and the side of her bed. The subsequent Coroner's court inquest found the death to be 'accidental'. If you would like to see the Executive Summary, please email ssab@solihull.gov.uk and we can send a copy to you.

The audit of Protection Plans has taken place and the results will go to this sub committee before going to Board.

MCA/LISG Sub Committee

In line with the Making Safeguarding Personal work, questionnaires are being created to gain service user feedback. A Task and Finish group is continuing to work on Transitions. A BIA Development Day is planned for 14th November to enhance their skills and knowledge.

Joint Training & Education Sub Committee (Adults & Children)

The joint training strategy and competency framework has now been approved by the children and adults safeguarding boards and will be available on the website shortly (www.solihull.gov.uk/adultabuse).

Working Together
to safeguard adults
in Solihull

Did you know?

In October 2013, SCIE published a report on putting the Deprivation of Liberty Safeguards into practice? The report can be found on the [SCIE website](#) and the [DoLS Report](#) can be viewed there.

LOCAL NEWS

MAKING SAFEGUARDING PERSONAL IN SOLIHULL – An Outcomes Approach



“It is probably fair to say that the emphasis of safeguarding activity so far has been on investigation and conclusions rather than on improving outcomes. This has been strongly affected by the fact that national reporting has focused on this. Although ‘outcomes’ are recorded, they are in reality, outputs rather than outcomes (‘increased monitoring’ or ‘increased services’ for example)”

Peer review messages LGA June 2013

Our project with the Local Government Association (LGA) and Association for Directors of Adult Social Services (ADASS) has started. From 30 September 2013, adults at risk going through the safeguarding adults process will be asked what outcome they want and then, at the end of the process, they will be asked the extent to which those outcomes were realised.

An outcomes approach to safeguarding will:

- enable and empower individuals to express what they want to happen.
- enable practitioners to support people to make the difference they want in their lives as well as increasing their safety and well being.
- make the process of safeguarding personal.

Making safeguarding personal is a shift from a process supported by conversations to a series of conversations supported by a process. Ensuring there is an emphasis in those conversations about what would improve an individual's quality of life as well as their safety.

We are also working with Age UK and Solihull Action through Advocacy to ascertain people's experience of our safeguarding adults procedures. They will be visiting a small number of older people and adults with learning disabilities to see if they during the process they felt; informed, listened to and supported and if they now feel more or less independent, have more or less contact with your family and friends and their local community and if they as a result of the activity they feel happier and safer.

The University of Birmingham is working with us to formally evaluate the impact of this approach on safeguarding practice, taking account of both service users' and practitioners' experiences and perspectives and will produce an interim report in January 2014 with a full report in April 2014.

A guidance document has been produced – if you would like a copy please email ssab@solihull.gov.uk

The Safeguarding Adults Board Business Team is also holding some drop in sessions for practitioners to pop in and share their experiences – so please come and see us on Friday 29 November 2013 at the Bluebell Centre anytime between 9am – noon.

“Unless people's lives are improved, then all the safeguarding work, systems, procedures and partnerships are purposeless”.

SOLIHULL COUNCIL – ADULT SOCIAL CARE REDESIGN

The NEW SAFEGUARDING ADULTS TEAM went live on 30 September and is based at the Bluebell Centre in Chelmsley Wood. The new ASC Connect team is also up and running and is there to take safeguarding referrals and all adult social care calls. To contact the teams, please call **0121 704 8007**. Sue Walton, Joan McHugh, Lyn Skipp and Ben Gorman will now be referred to as Solihull Safeguarding Adults Board Business Team (SSAB Business Team) to avoid confusion with the new operational team.

DEPRIVATION OF LIBERTY SAFEGUARDS

Following the implementation of the Adult Social Care Redesign, Solihull Council's lead for DoLS, Lyn Andrews, has moved to the Mental Health Team. Lyn is now MHA, MCA & DoLS Lead Practitioner and is based at the Newington Centre in Marston Green.

- 1) If you need advice on a DoLS application, please contact Lyn on 07977 035 656 or email lyn.andrews@solihull.gov.uk
- 2) All DoLS applications are still to be faxed to 0121 788 4414 or emailed to solihull.dols@solihull.gov.uk

HOUSING AND SAFEGUARDING ADULTS AT RISK CONFERENCE

The Safeguarding Adults Board held a conference on 3 October 2013 to raise awareness of the key role housing providers have in the prevention of adult abuse and the need for effective multi-agency working locally. Key note speaker Imogen Parry (Department of Health) shared the findings of her recent dissertation on 'Adult Serious Case Reviews: Lessons for housing providers'. Carwyn Gravel shared the finding of his report into disability hate crime 'Loneliness and Cruelty'. Our local drama group 'Advo-acts' provided an excellent debut performance from a service user perspective. Women's Aid supported the event with an excellent workshop for housing providers and other attendees. For further information or presentations from the day please email ben.gorman@solihull.gov.uk.

LOCAL NEWS

FINANCIAL ABUSE CONFERENCE! 14 MARCH 2014

The Solihull Safeguarding Adults Board is hosting a conference on 14 March 2014 to raise awareness of the extent of financial abuse which affects the lives of adults at risk and their families. Our key note speaker will be Gary Fitzgerald (Chief Executive of Action on Elder Abuse). Other speakers and workshops will include the Police, Banks, Legal Perspectives, Hate Crime and awareness of Rogue Traders and Loan Sharks locally. Please **save the date** - booking instructions will be available shortly.

WEST MIDLANDS REGIONAL SAFEGUARDING NETWORK

The West Midlands Regional Safeguarding Network held a Conference on 15 October 2013 to look at Serious Case Review models. The aim was to get agreement of a suite of models across the region. Several national speakers were recruited to talk to the group about the different models that they used. The day was very productive and follow up work is being undertaken by the network.

NATIONAL NEWS

Whistleblower on Institutional Abuse

Orchid View, a care home in Sussex where 19 residents died, was riddled with "institutionalised abuse", a coroner has said. Whistleblower Lisa Martin, who first informed police of problems at Orchid View, said she felt she had no choice but to come forward. Speaking outside the inquest, she said: "I had witnessed too much poor management and care to vulnerable adults". A serious case review has now begun into the elderly residents' deaths. At the final day of a five-week inquest into the deaths, the coroner said the problems at the home, were from the top down and started at an early stage, but nobody did anything to address them. Several examples of poor care and neglect were revealed during the inquest, including:

- A woman who had not stood for six months was pulled out of her chair to a standing position
- A dementia sufferer's broken ankle went undiagnosed for days
- Nurses shut doors on elderly people if they called for help
- An elderly woman was left in a toilet and forgotten
- Sticky tape was used to secure a resident's dressing

CQC to look at using hidden cameras and 'mystery shoppers' to monitor care homes

The Care Quality Commission is taking a "fresh" and "tough" approach to regulation of care homes and as well as introducing an Ofsted-style ratings system for care homes, will be looking at monitoring standards of care homes through covert surveillance and 'mystery shoppers'. In Spring next year, the Care Quality Commission (CQC) will consult on the potential benefits and risks of 'mystery shoppers' and hidden cameras to monitoring care and whether they can contribute to promoting a culture of safety and quality, while respecting people's privacy and dignity. Andrea Sutcliffe said "We know that 'mystery shoppers' and hidden cameras can help in uncovering "care that has not been good". However, Davina Ludlow, director of carehome.co.uk, expressed concern over the proposals. She said: "Whilst safeguarding is vital, so too is dignity and privacy. "We urge full and meaningful consultation before 'digital spies' infiltrate the care sector. Not only will covert surveillance impact on residents' freedom, it may also have a knock on effect on the motivation of staff. "We need to train, support and inspire the next generation of carers; not create a Big Brother culture where people are afraid to do this vital job." In response to the CQC's proposals, Norman Lamb, Care and Support Minister, said: "No one should have to put up with substandard care – there are serious flaws in the system when people are worrying about the quality of care their loved ones are receiving. We have made it clear that there must be a sharper focus on taking tougher action when things go wrong and holding those responsible to account. Confidence in the regulation regime has been shaken, but we have turned a corner. I welcome the chief inspector's new commitment to protecting people vulnerable to abuse and neglect, and to delivering better care."

Upcoming training and workshops:

We will be planning the training programme for 2014-15 soon so why not tell us by email to ssab@solihull.gov.uk what specific areas of safeguarding training you think we need locally?

Date	Course	Time/s
12.11.13	Supporting Effective Investigations	9:30 - 16:30
15.11.13	SSAB/LSCB Workshop - Forced Marriage	9:30 - 12:30
18.11.13	SSAB/LSCB Workshop – Messages from Serious Case Reviews	13:30 - 16:30
20.11.13	Interviewing Skills for Investigators	9:30 - 16:30
26.11.13 27.11.13	Safeguarding Adults Level 2 Core	9:30 - 16:30
5.12.13	Contributing to Case Conferences	9:30 - 16:30
10.12.13	Interface with MCA 2005	9:30 - 16:30
14.1.14	Mental Capacity Act Assessments	9:30 - 16:30
22.1.14	Domestic Abuse	9:30 - 16:30
11.2.14	Financial Abuse	9:30 - 16:30
26.2.14	Safeguarding Adults Level 2 Refresher	9:30 - 16:30
5.3.14	Safeguarding Adults & Decision Making	9:30 - 16:30
19.3.14	MCA 2005: Report Writing and Court Skills	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 ssab@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), email ccadults@solihull.gov.uk or report online at www.solihull.gov.uk/adultabuse

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Did you know?

According to official NHS data, the number cases of alleged mistreatment or neglect of elderly and disabled people in England rose by a quarter to 172,530 in the year to April 2013.