

Dudley Safeguarding Adults Board

Annual Report 2011



Dudley borough working to Safeguard & Protect its vulnerable adults

Introduction

This is the Annual Report (2011) for the Dudley Safeguarding Adult Board. The Board provides the governance framework for shaping and agreeing how relevant organisations work together to protect vulnerable adults within the borough of Dudley.

The Board promotes inter-agency collaboration by ensuring policy and procedures are in place to safeguard and promote the well-being of people who may be vulnerable and to raise awareness of the potential for abuse and neglect. It also seeks to ensure these procedures respect the cultural background, religious belief and sexual orientation of vulnerable adults and promotes initiatives and interventions to uphold these. It empowers vulnerable adults to make their own choices regarding their well-being and safety and improve outcomes in their lives.

The Board has 6 strategic outcomes;

- To ensure that the structure and the remit of the Board addresses the needs of vulnerable adults within the borough.
- To ensure that partner agencies recognise their responsibility under safeguarding and have staff trained and equipped to support safeguard incidents.
- To ensure the safeguard and protect procedures are up-dated and address local and national initiatives.
- To raise public awareness of the potential risks to vulnerable adults safety and what to do if they are concerned about an adult being abused.
- To develop strategies which prevent abuse to vulnerable adults
- To monitor the effectiveness of safeguard intervention and to ensure this delivers better outcomes for victims and their carers.

Some of the key achievements of 2011:

1. **The Structure and Remit of the Board**

- The Terms of Reference for the Board were reviewed in 2011 to include greater emphasis on the promotion of independence for a vulnerable adult recognising the impact of personalisation and mental capacity assessments in protecting vulnerable adults.
- The reporting arrangements were confirmed and partner agency responsibility to share Board information consolidated.
- The Board considered the role of the Chair in July 2011 and agreed to retain a Local Authority Chair but promote the use of a Peer Review process to ensure its robustness and direction.
- The Board membership was strengthened and the attendance of Probation, Dudley Link, West Midlands Care Home Associations and Centre for Equality and Diversity Senior officers provided strength to the Boards scope and influence.

- The Board agreed to consider and update a section of its Business Plan at each of its six meetings within 2012 to ensure that the plan remained focussed, detailed and partner agencies involved.

2. **Work of Council Directorates and Partner Agencies**

- Dudley Walsall Mental Health Trust established a safeguarding strategic group and revised their organisational structure for safeguarding. The Trust also commissioned training on Mental Capacity Act and Deprivation of Liberty and aligned the current safeguard system with clinical governance reporting systems. The Trust website was also updated in 2011 to ensure safeguard information was promoted.
- Dudley Group of Hospitals NHS Foundation Trust developed a joint safeguard leaflet for both adults and children to raise awareness for patients and their carers. Each ward developed a safeguard notice board where safeguard information was displayed.
- Dudley Group of Hospitals NHS Foundation Trust developed a project to manage pressure sore ulcers which resulted in the incidence of hospital acquired advanced stage pressure sores falling by 50%.
- Community Safety Partnership led a Hate Crime Strategy and planned a Hate Crime Stakeholder Event for 2012. Work with Dudley Learning Disability Partnership Board members on the development of “safe places” within Dudley for people to report Hate Crime commenced in 2011.
- Several members of the Safeguard Board contributed to the Domestic Abuse Review and work commenced to ensure data was corrected more accurately, hard to reach groups were consulted and an action plan developed for work in 2012.
- The Joint Activity Group within community safety continued to share information regarding vulnerable adults with the safeguard managers to prevent situations of abuse developing.
- Work with Trading Standards involved a short-life working group to promote information to community groups on keeping safe from rogue traders across the borough and the development of three rogue trader zones within Dudley.
- Adult Social Care and West Midlands Police met to improve referral pathways and this has resulted in improved partnership arrangements. Important work regarding forced marriages was also developed in 2011 and Police expertise shared with council staff to promote understanding in this area.
- Housing divisions with Dudley Adults and Community Housing Services have continued to raise awareness around safeguarding with employees and have contributed significantly to monitoring and supporting vulnerable adults and adults who self neglect through the Safeguarding Self Neglect Policy.

- Dudley Probation has implemented a new Domestic Abuse Workbook to address domestic abuse. They have also dedicated women safety workers to promote the service.
- Probation also work with drug abusing offenders on statutory programmes to address the safeguarding and self neglect issues that arise.
- The Dudley Primary Care Trust have contributed significantly to holistic input into residential and nursing safeguard concerns where infection control, medication management and pressure sore care have been areas of concern.

The establishment of the Positive Assurance Framework with all Nursing Homes promotes a preventative model for safeguarding and continues to be used in 2012. A lead nurse for Safety and Quality appointed in 2012 will facilitate this support.

- The involvement of Link and West Midlands Care Home Association has promoted the work of safeguarding and dignity and encouraged private providers to share information more openly.
- In 2011 Children's Services Health & Adult Social Care commenced work to ensure that older young people and those at the point of transition receive appropriate timely services which work to address their needs.
- A joint sub-group ,with Children and Adult Services, on safer recruitment continued to meet throughout 2011 to discuss Criminal Records Bureau portability and ensure that safe recruitment practice exists across both services. Joint forced marriage training was also delivered in 2011.

3. Safeguard and Protect Procedures

- In 2011 staff within Dudley Adults and Community Housing Services received specialised training in investigation and Risk Assessment to provide more knowledge and confidence in the specific aspects related to safeguard work. 73 staff received this training within Adult Social Care and the Walsall Mental Health Trust also delivered this training to staff working within the Trust.
- Dudley and Walsall Mental Health Trust have commissioned targeted training for investigation, chairing Case Conference and Mental Capacity Act & Deprivation of Liberty specifically aimed for clinical leads and managers across their service.
- The adherence to the Safeguard and Protect procedures was audited in March 2011 by the Council Audit Services and again in October 2011 by the Head of Service and Managers within Adult Social Care. The outcome is reflected in the Quality and Performance information.
- The West Midlands Safeguard Forum agreed to collectively adopt the Pan London procedures with the aim to ensure the Local Authorities policies were updated to reflect current legislation, changes in practice and provide uniformity across the region for agencies which work across authorities. This document has been developed throughout the year and will be launched in July 2012.

- A new computer software system AIS was adopted with training for staff and procedural input carried out in 2010. This system has been used in 2011 to gather statistical returns.
- A report to the Safeguard Board in 2011 indicated the breadth of work carried out by Dudley Adults and Community Housing Services, Police, Primary Care Trust Dudley Group of Hospitals and Dudley Walsall Mental Health Trust regarding Homes where there was failure to adhere to safeguard practices resulting in the safeguard procedures being initiated. Improvement plans were developed with Homes to improve staff recruitment and training, policies & practices and recording.
Homes were monitored over a sustained period of time to ensure compliancy with safeguard standards. Two Homes decided to close as a result of this scrutiny and several Homes were monitored throughout the year.

4. **Promotion of the Safeguard Agenda**

- A three year marketing and communication strategy remained in operation throughout 2011.
- A Safeguard Substance Misuse Forum was initiated in 2011 with a view to raise awareness of safeguard procedures amongst providers of substance misuse services within the borough.
The self-neglect policy was initiated in several cases and information sharing between Adult Social Care and the Access Team was consolidated. This Forum was attended by several partners within Adult safeguarding.
- The Policy and Implementation Sub Group of the Board worked to develop a stakeholder event in February 2011 to familiarise organisations on serious case review outcomes; Dudley safeguarding standards. Presentations from Community Safety, the Police, Children's Services and Trading Standards were given with a challenge to organisations to help shape the development of safeguarding within Dudley.
- This event led to the Policy & Implementation Group providing a paper on Personalisation and Risk to staff implementing the personalisation Agenda and the production of a fact sheet for people employing their own carers to support them to do so safely.
These papers were presented to the Board and are on the intranet and the Personal Assistant register site.
- Promotion of "Living Safely in the Community" was enhanced by the delivery of workshops to three groups of people who use mental health services – following on from the success of this training in 2010 to Learning Disability providers. Local Colleges also received this information in 2011 as did Family Carers, Multiple Sclerosis Support group and Age UK groups.

- The Black and Ethnic Minority consultation Event in September 2011 received information about the work of the Adult Safeguard Board and how to report areas of concern within the authority with specific sessions delivered to Black and Ethnic Minority carers of people who use learning disability services.
- In November 2011 West Midlands Radiographer Organisation approached Dudley Adult Safeguard Board to promote safeguard awareness at its annual conference.
- The Adult Board and Children's Board worked together to develop a joint protocol on both websites to promote the safe use of social network sites.
- The safeguard process was further enhanced by the continued delivery of a two day Practice Issue course to 133 people within the authority from Health, Independent Local Authority sectors. This specialist training promotes confidence in participating in the safeguard process and the responsibilities of each agency within that process.

5. **Development of the Preventative Strategy**

- The Induction and Awareness Training for all agencies within Dudley alerts staff to the signs of abuse but also encourages staff to consider practices which can become abusive. In 2011 a further 774 people working with vulnerable adults received awareness training and a further 227 people who have contact with vulnerable people received training.
- Elder Awareness Day in June focused on Dudley Group of hospitals. Various wards were visited and visiting time covered to provide information upon Adult Safeguarding and the Mental Capacity Act to those visiting their families/friends.
- Care Quality Commission, Primary Care Trust, Dudley Adults and Community Housing Services, Safeguarding and Commissioning Managers established routine meetings to ensure that issues regarding care providers were shared to confirm similar concerns and highlight areas where collaboration may be required.
- The Positive Assurance Framework within the Primary Care Trust and the pressure sore protocol within Dudley Group of Hospitals were developed to identify potential issues at an early stage to prevent safeguard concerns arising.
- The protocol for reviewing care agencies where there are concerns was updated in 2011 and a report on the work undertaken with care homes to prevent further occurrences of safeguarding was presented to the Board in July 2011.
- The Training Sub Group agreed to raise awareness of the Deprivation of Liberty Safeguards and the Mental Capacity Act with providers of care across the borough. 125 staff working with vulnerable adults received this awareness training in 2011 and 46 Council and Trust staff received an update upon the developments surrounding the Mental Capacity Act.
- The Training Sub Group also oversaw the development of an E Learning Package for Safeguard Awareness which will become operational in 2012.

6. Quality & Performance Information

- Adult Social Care agreed to provide two safeguarding managers who oversee the Safeguard process for Older People and Physical Disability teams. This ensures consistency in the process and response and a point of contact for other agencies and staff within Adult Social Care.
- In Learning Disability & Mental Health Services the Team and Clinical Managers continue to bring their expertise to managing the safeguard process for people who use their services.
- In 2011 there were two audits carried out to monitor performance and the auditing of practice.
- Audit services reviewed the quality of safeguard referrals in March 2011. On the basis of the work undertaken, they indicated they could provide significant assurances on the adequacy and effectiveness of safeguard controls. The pace of progress in Adult Safeguarding was commended. One of the areas highlighted for improvement was the timescales for strategy meetings were not always adhered to – within five days of referrals and for the case conference to take place within ten days of the conclusion of an investigation. Audit Services commented on good progress in relation to the creation of new procedures to deal with self-neglect and the level of training undertaken with partner agencies.
- A further internal audit was conducted by the Head of Safeguarding and Safeguarding Managers in October 2011. Again timescales for strategy meetings continued to be a priority for improvement but case conference timescales had improved. The peer auditors felt there was good evidence of multi-disciplinary working and good case recording of the process.
- With the establishment of two safeguard managers each meeting now considers whether the victim of abuse can be contacted to obtain feedback about their experience. This will now be a mainstream feature and data will be collected on the experience of victims of abuse recognising the sensitivities around this.
- The Quality and Performance Sub Group looked at developing pathways with the Police to improve co-operation and collaborative working. Clear pathways were developed to improve performance in this area and became operational in the later part of the year. Staff have commented how valuable this has been and that issues are dealt with consistently and in a timely manner.
- The Quality & Performance Group collated information on work with children in transition to mental health, learning disability and adult services. It identified the area of vulnerable young people who do not move into adult services but require support. A member of the group led on this development with Children & Commissioning services.

- The Quality & Performance Group and the Board scrutinised the data sent throughout the year – see below:

Category of abuse	18 - 64		65 - 74		75 - 84		85+	
	Female	Male	Female	Male	Female	Male	Female	Male
	No. of incidents	No. of incidents	No. of incidents	No. of incidents	No. of incidents	No. of incidents	No. of incidents	No. of incidents
Discrimination	3	2			1			
Emotional / psychological	24	20	17	7	22	14	30	4
Financial / Material	20	22	11	9	30	13	25	7
Institutional abuse	4		4	1	3	9	6	
Neglect	17	15	26	19	60	42	108	36
Physical abuse	32	29	24	9	53	23	55	15
Sexual abuse	6	8	3	1	6		6	2

In 2011 there were 503 referrals although some indicated more than one incident as recorded above. In 2010 there were 675 referrals but the trends remain similar with the highest incident of alleged abuse recorded in peoples own homes followed by incidents in residential and nursing homes. The highest source of referral in 2011 was from Health colleagues this demonstrates the partnership within Safeguarding and particularly the concern around pressure sore care. 217 of these incidents progressed to investigation of which 75 cases were subject to a conference.

- A large scale piece of work was completed in July 2011 to examine the whole systems approach taken with residential and nursing homes where there were concerns for a number of individuals. Outcomes of this resulted in intensive work with some homes over a preferred length of time with a multi-disciplinary focus. The Board received a paper on this and agencies informed their staff regarding issues this had highlighted re poor practice, training deficits and recording procedures within the establishments.
- The Deprivation of Liberty Safeguard figures for Dudley have seen a significant increase with figures from April 2011 – Feb 2012 indicating Dudley has had 55 applications within this local authority and 34 within the Primary Care Trust. This information is scrutinised by the authorities within the organisations and learning from nationally published cases is shared regularly with the Best Interest Assessors.

Key Priorities for 2012

- Positive Assurance Framework work with nursing and residential homes to ensure outcomes are addressed which promote safe practice.
- The implementation of the Pan West Midlands procedure across the West Midlands to provide a consistent approach to safeguarding.
- Practice Learning Event where multi-agency staff can reflect on good practice, share experience and achieve a better outcome for victims of safeguarding.
- Mainstream work to gather information about the victims experience of safeguarding and improve the process as a result of information gathered.
- The use of the pressure sore protocol to address consistently this area of safeguarding within the community, hospitals and care settings.
- To ensure that the Board undertakes a needs analysis which is joined to gaps analysis.

A.R Harris Head of Safeguarding DACHS May 2012