

# Worcestershire Safeguarding Adults Board

Annual Report  
2016/17

# Care Act Statutory Requirements



- To put in place a Safeguarding Adults Board
- To publish an annual report that covers:
  - Delivery of annual objectives (Strategic Plan)
  - How SAB is monitoring progress
  - Safeguarding Adults Reviews undertaken
- Statutory Partners are LA, NHS and Police
- LA are responsible for ensuring the Board is in place though the Board is independent of the Council

# Care Act Criteria

To protect adults in its area who:

- *have needs for care and support (whether or not the local authority is meeting any of those needs) and;*
- *are experiencing, or at risk of, abuse or neglect; and*
- *as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.*

# Purpose of WSAB

- The statutory duty and vision of the Board is to seek and provide assurance that adults at risk are safeguarded from abuse or neglect.
- All partners to the Board will work collaboratively to seek assurance that people who have care & support needs are empowered and kept safe from abuse or neglect, and that where abuse occurs, partners respond effectively and proportionately.

# Board Membership 2016/17

- Worcestershire County Council
  - DASS
  - Lead Councillor for adult social care
- West Mercia Police
- NHS Clinical Commissioning Groups x 3
- Worcestershire Health & Care NHS Trust
- Worcestershire Acute Hospitals NHS Trust
- National Probation Service
- Regulatory Services
- Worcestershire Voices
- Care Homes Association
- Carers Reference Group

# 2016/17 Priorities

1. Improve communication with public and partners
2. Check Mental Capacity Act and Deprivations of Liberty Safeguards are understood and properly used
3. Improve how we listen to adults with care & support needs
4. Build on work with other boards (WSCB, HWBB, CSP)
5. Work with partners to identify risks for adults
6. Continue to improve community awareness and approve a Prevention Strategy.
7. And finally, to complete work from year 1

# 1. Improve communication with public and partners by



*What we have done:*

- Development of Website and App – this has been the main focus of the year. Work has slipped due to technical problems but progressing jointly with WSCB to be completed 2017/18.
- Publication of leaflets and literature
- Developing the engagement network
- Attendance at key events

## 2. Mental Capacity Act (MCA) and DOLS



*What we have done:*

- Development of a Competencies Framework which has been adopted by all agencies
- Review of training strategy which is ongoing into 2017
- Analysis of performance information which evidenced that agencies have delivered training
- Analysis of evidence from SARs (case reviews)



# 3. Listening to adults



*What we have done:*

- Developed the Engagement Strategy
- Developing links with organisations that support adults with care needs with the aim of developing a reference group by 2017/18
- Start each board meeting with an adult or carer story
- Scrutinised progress of Making Safeguarding Personal

# 4. Working with other Boards



*What we have done:*

- A Joint protocol across all boards has been agreed and signed
- Bi- annual meetings of chairs and officers of WSAB, WSCB, HWBB and CSP to share priorities and identify cross cutting issues
- Links made to share learning and improvements from SARs

# 5. Work with partners to identify risks for adults



*What we have done:*

- Continued to develop the Performance Assurance Framework with data now collected from all agencies and analysed to identify risks and trends
- Sharing learning from SARs including Learning & Development Event
- Deep dive into Missing Person's Policies in line with learning from a SAR

# 6. Community Awareness



*What we have done:*

- Prevention Strategy launched
- Awareness raising across health & social care has focussed on Making Safeguarding Personal, Mental Capacity Act and Deprivation of Liberty Safeguards
- Promotion of capability and skills frameworks
- Participation in regional conference of doorstep scams and financial abuse in partnership with Trading Standards

# Summary



- Ambitious programme for the year, mainly to ensure foundations are in place and embedded to meet statutory functions
- Good progress overall and no major risks outstanding
- Though some work has slipped still on target to meet the 3 year objectives
- The main barrier to progress has been lack of capacity in all agencies to complete actions

# Safeguarding Adults Reviews

- There were 5 reviews started during 2016/17
- **1** of these was completed and published during the year; 4 remaining reviews were carried over to 2017/18.
- The main theme continues to center around mental capacity, and this has fed into the priorities for 2017/18.
- The number of reviews and the lessons learnt were in line with other Boards, as evidenced in a West Midlands Review
- All reviews have action plans with target dates for completion; these are monitored by the Performance & QA Group.

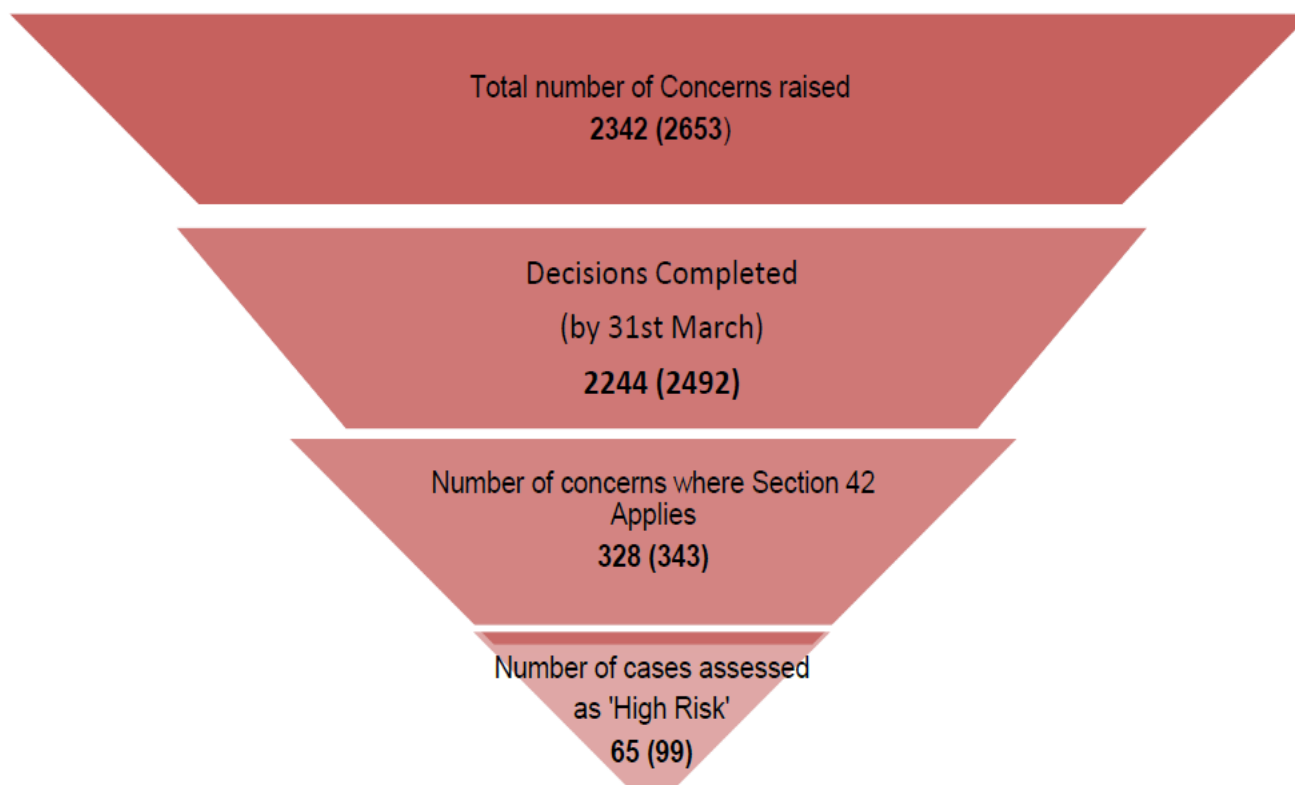
# Activity Trends

- 2342 Concerns raised. (Compared to 2653 Previous years)
- Of these 15% met section 42 criteria.
- Of those meeting criteria 65 were high risk cases

Addressing inappropriate referrals through:

- Targeted training/ awareness raising
- changing the pathway for reporting care quality concerns

# Numbers through the Safeguarding Pathway 2016/17 (compared to 2015/6)

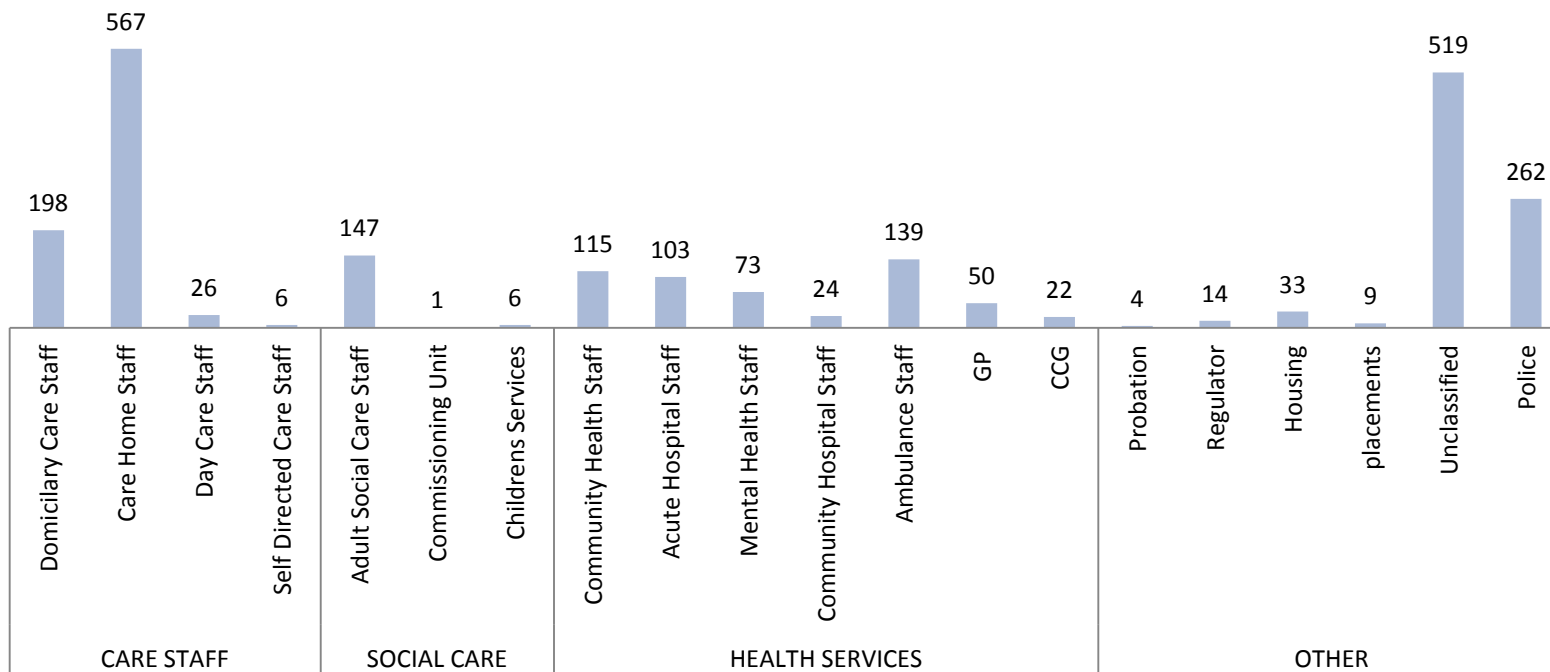




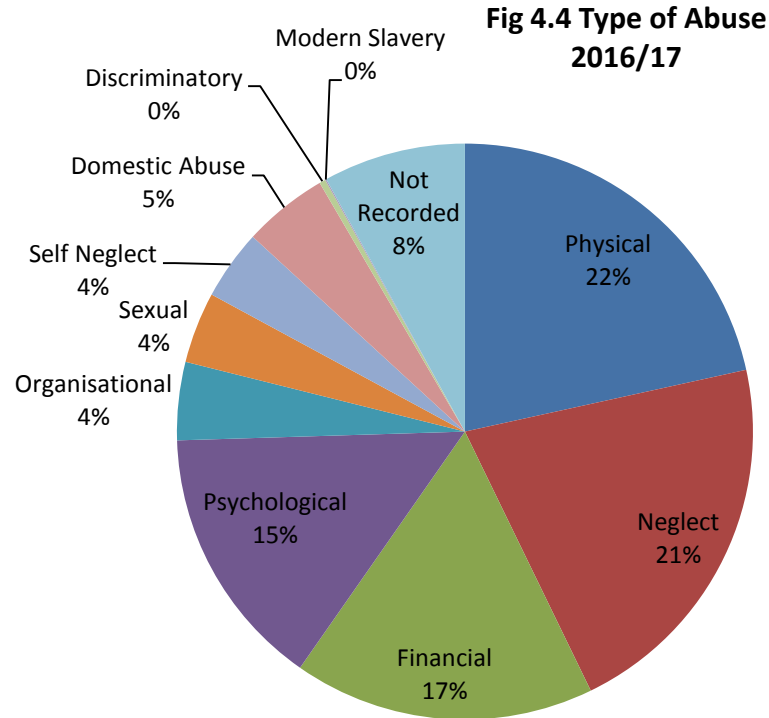
# Source of Concerns

**Fig 4.2 Source of Concern**

(reported by)



# Types of Abuse



Similar pattern to previous year, with slight reduction in numbers

# Risk of Abuse




- Majority of incidents of abuse were recorded as taking place in the persons own home, as with previous year;
- Again, light reduction of incidents in both the persons own home and in care homes;
- Initial reporting continues to show majority of abusers are known to the individual (family, neighbour etc) followed by staff in a care settings

# Demographics

- Concerns about women outnumber men in all age groups though less so in the 65-74 age group
- Older women most at risk, reflects demography
- Majority of concerns are for adults identified as white and continues to indicate under-reporting in BME groups
- Within BME groups Asian adults are the largest group

# Making Safeguarding Personal

- Of 328 Section 42 cases, over 80% of adults identified outcomes they wanted to see
- Increase in level of outcomes achieved compared to previous year

% Personal outcome set	% All outcomes achieved	% Some outcomes achieved
 81% (62%)	 56% (38%)	 18% (8%)

# Types of Outcomes

Desired Outcome	2016/7			2015/16
	Achieved %	Set	Achieved	Achieved%
To Be And To Feel Safe	100.0%	207	213	83%
To Know That Disciplinary Or Other Action Has Been Taken	100.0%	110	118	100%
To Have Exercised Choice	100.0%	47	47	100%
To Get New Friends	100.0%	5	9	100%
To Maintain A Key Relationship	100.0%	74	76	100%
To Maintain Control Over The Situation	100.0%	121	124	90%
To Be Involved In Making Decisions	98.2%	113	111	98%
To Know Where To Get Help	92.1%	38	35	100%
To Know That This Won't Happen To Anyone Else	93.1%	145	135	71%
To Have Help To Recover	74.5%	47	35	100%
To Have Access To Justice Or An Apology	85.4%	48	41	64%
Other Outcome	71.4%	21	15	83%

Overall seen an improvement on previous year

# Case Example

- John is an elderly man who is using private carers following a stroke. Allegations that family are removing items to sell and stopping carers from completing their work, resulting in John being frustrated and upset.
- Capacity assessment identified he lacks capacity to engage with safeguarding and manage employment of carers. No LPA in place for health & welfare, deputy in place for finance. Referred for advocacy support and referred to police re items being removed.
- John clear he wants to stay at home with his regular carers and maintain family relationship.
- Desired outcomes: to be and feel safe, maintain relationships, maintain control, be involved in decisions and exercise choice.
- Action: working with family to resolve issues; referral to Court of Protection
- Outcome: deputy now in place for health & welfare; Police spoke to family and items returned; John remains at home with regular carers and continues to have contact with family via phone calls and visits when carers present.

# Looking Forward – 2017/18 priorities



1. Improve awareness across professionals and all stakeholders of what “safeguarding” is
2. Demonstrate listening to service users and gathering their views by creating a Reference Group
3. Seek assurance from partners in relation to MCA & DOLs
4. Continue to work with WSCB on professional curiosity and transition



# Key Safeguarding Risks

- Mental Capacity – still some inconsistent practice
- People living at home – data on incidents
- Older people - demographic
- Black & Ethnic Minority communities – lower rate of concerns raised per population
- Understanding of professionals and partners of the safeguarding criteria for Section 42 enquiries and pathways for quality concerns

# Key Risks for delivery of Objectives & Mitigation



- Capacity of staff across all statutory organisations to support the work of the Board and sub groups could continue to delay delivery of work programme
  - A review of the Board Support arrangements will add additional capacity

# Key Risks for delivery of Objectives & Mitigation



- Challenges in engaging adults with care & support needs who have experience of the safeguarding process, leading to a lack of understanding of their needs
  - To identify a Reference Group chair
  - Service user experience stories at board in place
  - Continue using existing forums