

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

19 AUGUST 2010

SAFEGUARDING VULNERABLE ADULTS

Director: Rose Collinson, Director of Children and Adults

Co-ordinating Author: Rosie Gunstone, Overview and Scrutiny Co-ordinator

Summary

The Care Quality Commission use safeguarding as the main theme in their inspection and rating of Council's performance in Adult Social Care.

In June the Committee agreed that the 19 August 2010 meeting would be held as a themed meeting with the topic of safeguarding vulnerable adults.

On 15 July 2010 the Committee agreed that this would be dealt with by means of requesting written evidence rather than by asking witnesses to attend the meeting. This report sets out an initial analysis of evidence received following discussions with lead officers in both Medway Council and NHS Medway.

1. Budget and Policy Framework

- 1.1 The council has responsibility to ensure there are multi-agency arrangements in place to safeguard and protect vulnerable adults from all forms of abuse, including being deprived of their liberty within care homes. There is a duty to intervene when concerns of possible abuse and deprivations of liberties are raised.
- 1.2. There are no specific Local Area Agreement targets around safeguarding of vulnerable adults. One of the key actions in the Council Plan (under older and vulnerable people maintaining their independence is the 'further development of safeguarding vulnerable adults practice.'

2. Background

- 2.1. Safeguarding adults is a key responsibility of the local authority and the work has been framed by government guidance (No Secrets,

Department of Health, 2000), by the review of that guidance published in 2009 and by standards and guidance published by the Association of Directors of Adults Services.

- 2.2. Over the last year or so, the Law Commission has been reviewing all law related to Adult Social Care, including safeguarding and has published a set of proposals for consultation in relation to potential changes in the law which are explained more fully below.

3. **Definition of safeguarding**

- 3.1. The definition of a 'vulnerable' adult given in the No Secrets Department of Health guidance is:

'A person aged 18 or over who is or may be in need of community care services, by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself, against significant harm or exploitation' (Department of Health, 2000, 2.3)

- 3.2. The Safeguarding Vulnerable Groups Act (2006) recognises that any adult receiving any form of healthcare is vulnerable. There is no formal definition of vulnerability within healthcare although some people receiving healthcare may be at greater risk of harm than others, sometimes as a complication of their condition and individual circumstances.
- 3.3. The Law Commission's review of Adult Social Care Legislation (2010) proposed a revised definition for consultation which is as follows:

An adult at risk could be defined as:

- (1) a person aged 18 or over and who:

- (a) is eligible for or receives any adult social care service (including carers' services) provided or arranged by a local authority; or
- (b) receives direct payments in lieu of adult social care services; or
- (c) funds their own care and has social care needs; or
- (d) otherwise has social care needs that are low, moderate, substantial or critical; or
- (e) falls within any other categories prescribed by the Secretary of State or Welsh Ministers

and

- (2) is at risk of significant harm, where harm is defined as ill-treatment or the impairment of health or development or unlawful conduct which appropriates or adversely affects property, rights or interests (for example theft, fraud, embezzlement or extortion).

- 3.4. Safeguarding is of particular importance for people, who because of their situation or circumstances are unable to keep themselves safe or make choices. The Mental Capacity Act 2005 makes it clear that there should always be the presumption that a person has the capacity to make decisions unless it is established otherwise. It provides a statutory framework to protect and empower adults who may lack capacity (ability) to make all or some decisions about their lives. It also makes provision to ensure that advocacy is available for people who lack capacity during safeguarding processes and for their best interests to be explicitly considered through formal processes.

4. The framework for safeguarding adults

4.1. Councils' responsibilities

- 4.1.1. Nationally Councils with social services responsibilities are required (through the statutory roles of the Lead Member and Director of Adults Social Services) to specifically safeguard 'vulnerable' adults. Harm and abuse to 'vulnerable' people frequently links to domestic violence and abuse, to hate crime and to anti-social behaviour.
- 4.1.2. Since a report on safeguarding vulnerable adults was presented to this committee on 28 October 2009, public awareness events were held at Morrison's Supermarket (Strood) and The Pentagon Shopping Centre (Chatham). The public were able to talk to staff from health (both primary and secondary) adult social care, police (public protection and hate crime units) and police community support officers about the ways in which each organisation can help reduce the risk of abuse in vulnerable adults and to highlight who they need to speak to if they had specific concerns. This campaign was co-ordinated by the Safeguarding Adults Co-ordinator at Medway Council in conjunction with statutory partners.
- 4.1.3. In addition to this the 'How to protect yourself from abuse' council website was launched in February 2010 and safeguarding vulnerable adults leaflets distributed to all libraries and contact points, along with a planned itinerary of a raising awareness campaign, using display boards, journeying around the libraries over the next year.
- 4.1.4. In order for councils to fulfil their responsibilities, according to the Centre for Public Scrutiny and Improvement and Development Agency, there is a need for strong strategic leadership, through partnerships, by the Cabinet and the Local Safeguarding Adults Board to ensure that safeguarding is given sufficient priority to improve outcomes for 'vulnerable' people.
- 4.1.5. To ensure that the system is being well led there needs to be a range of checks and balances, which hold the system leaders to account. The local Overview and Scrutiny Committee is one of those critical checks and balances.

4.2. Medway's position on safeguarding vulnerable adults

- 4.2.1. Attached as Appendix 2 to this report is a performance chart produced by the Care Quality Commission giving details of Medway's overall performance of commissioned services against comparator authorities.
- 4.2.2. All local authorities have a mandatory requirement to collect data for Abuse of Vulnerable Adults (AVA) from April 2010. Medway Council voluntarily collected this information via a new central system, organised by the Safeguarding Adults Coordinator on behalf of statutory partners since October 2010.
- 4.2.3. From 1 October 2009 to 31 March 2010 (6 months) there were 131 adult protection referrals. Eight of these referrals were clients placed by other authorities from outside Medway and 15 clients were self-funding.
- 4.2.4. Between 1 April 2010 and 31 July 2010 (4 months) there were 113 referrals. This is an average increase of 7 (30%) referrals a month. If this referral pattern continues then there will be 339 referrals in 2010/2011.
- 4.2.5. 63(48%) of referrals were from statutory and independent social care staff, including home care, residential, day care and social worker/care managers; 22(17%) by health staff; 23(17%) by family and friends; 6 (5%) from Care Quality Commission and 5 (4%) from the Police.
- 4.2.6. 52 referrals of alleged victims were aged 18-64 years; 44 were between 65-84 years, 35 were aged 85+ years and 68% of referrals were females.
- 4.2.7. The highest alleged abuse category is physical abuse followed by neglect and financial abuse. There was only 1 referral for discriminatory abuse. 30% of referrals reported multiple abuse.
- 4.2.8. The two main locations of the alleged abuse were the client's own home and care homes covering a total of 80% of the referrals (52 from each).
- 4.2.9. The main alleged perpetrators were social care staff (59) and family/friends (42).
- 4.2.10. Following completion of the investigation 32% of referrals were substantiated or partially substantiated, 38% were not substantiated. However 72 (90%) have an agreed protection plan. 20% of cases involve increased monitoring.
- 4.2.11. 80 (61%) of investigations were completed within 6 months.

4.3. Assistant Director, Social Care comments:

- 4.3.1. Under the 'No Secrets' (2000) guidance Medway Council has the lead responsibility for the safeguarding of vulnerable adults across the whole of Medway. This responsibility extends to people who may not be known to the Council but are service users of other agencies. This responsibility is taken very seriously within the Council and agencies will be held accountable for their performance.
- 4.3.2. Fortnightly meetings of the adult management team include safeguarding as a standing agenda item. In addition there are quarterly performance reports examining outcomes against the Safeguarding Vulnerable Adults Service Plan. Local quality measures have been discussed with the Performance Manager and will be incorporated into the overall adult social care monthly performance reports.
- 4.3.3. The Council has self-declared an increase in the overall rating for the Care Quality Commission's Outcome 7, 'Maintaining personal dignity and respect' (People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life) from a rating of 'adequate' to 'well'. The confirmation of this rating will be known in October 2010.
- 4.3.4. Medway Council is scheduled for a safeguarding inspection at the end of 2010. However, the Care Quality Commission will inform the Council whether this inspection will be going ahead based on the rating of Outcome 7.

4.4. Chief Executive, NHS Medway comments:

- 4.4.1. NHS Medway commissions health services on behalf of the population of Medway. The three main providers are Medway Foundation Trust, Medway Community Healthcare and Kent & Medway Health and Social Care Partnership Trust.
- 4.4.2. NHS Medway works very closely with all health providers to ensure that Safeguarding Adults is firmly embedded into patient care. Each health provider completes a self-assessment safeguarding adult tool and NHS Medway Lead for Safeguarding Adults meets with provider leads quarterly to evaluate service and identify gaps. A 6 monthly report is written for NHS Medway Board so that they are constantly aware of arrangements within each organisation. NHS Medway contributes to the multi-agency safeguarding agenda and the Director of Clinical Performance & Executive Nurse represents the organisation on the Kent & Medway Multi-agency Executive Board.

- 4.4.3. The policy agreed to by providers is that NHS Medway is made aware within 48 hours of all safeguarding adult serious untoward incidents in the three main providers. NHS Medway will then work closely with each to ensure that robust investigations result in constructive learning, which is then fully implemented and shared with other organisations as appropriate. Only when this is achieved will NHS Medway close the incident on the national system.

4.5. Safeguarding Adults Boards

- 4.5.2. Nationally, councils are responsible for ensuring they have in place Safeguarding Adults Boards, which have a critical role to play in terms of leadership and the management of safeguarding services across partners. Members of the Board may include staff from a full range of partners: adult social care and other council departments, NHS trusts and primary care providers, the police, Crown Prosecution Service and Courts and key service providers.
- 4.5.3. As a result of consultation with all partners, the Kent and Medway Safeguarding Vulnerable Adults Board Manager presented a report to the Kent & Medway Safeguarding Vulnerable Adults (SVA) Executive Board (SAB) on 28 June 2010, regarding the review of the multiagency safeguarding governance arrangements. The SAB is commissioner lead at director level.
- 4.5.4. The SAB meets quarterly and is co-chaired by the Director of Social Services at Kent County Council (KASS) and the Assistant Director, Adult Social Care from Medway Council.
- 4.5.5. As a result the Kent & Medway SAB will oversee a commissioner led SVA Executive Team, a provider focused SVA Network, a Policy, Protocols and Guidance Review Group and a Training Group. There would be task and finish groups to cover areas of work such as communication/public awareness, annual reporting and serious case reviews. Medway Council officers are included in the membership of all these.
- 4.5.6. It was agreed that the Kent and Medway SAB's Strategic Plan required updating along with a multi-agency training review. Barbara Bradley, SAB Board Manager, will lead the update of the Strategic Plan and Jay Aylett, SAB Training Consultant, will lead the training review.
- 4.5.7. Further details about the roles and responsibilities of the chair of the Safeguarding Adults Board and Director of Adult Social Services can be found in the guidance sent to Members of the Committee designed by the Centre for Public Scrutiny and Improvement and Development Agency entitled "Adult Safeguarding Scrutiny Guide" April 2010. In addition they have also produced a 'Councillor's briefing: adult safeguarding' (September 2009).

<http://www.idea.gov.uk/idk/aio/15017462>

4.6. Councillor roles in safeguarding adults

4.6.2. All councillors share responsibility for safeguarding those adults whose circumstances make them vulnerable or at risk. Best Practice Guidance on the Role of the Director of Adult Social Services (Department of Health 2006), makes reference to the role of the lead member and notes that 'local authorities are advised to ensure that the lead member has a focus on safeguarding vulnerable adults and promoting a high standard of services for adults with support needs across all agencies'.

4.6.3. Other specific roles include:

- Children's services lead councillors – both for their key role in relation to children, but also because in some households, for example, the behaviour of one adult may be abusive to children and to another vulnerable adult
- Councillors on Crime and Disorder Partnerships, hate crime, anti-social behaviour and domestic abuse/violence partnerships or sub-committees
- Councillors involved in Health and Wellbeing Partnerships
- Councillors involved in community cohesion work
- Councillors who are members or non-executives of NHS Trusts or Police Authorities
- Other Cabinet members and frontline councillors have a wider responsibility for safeguarding

5. Themed meeting on safeguarding vulnerable adults

5.1. The Committee decided on 3 June 2010 it was important that the matter of safeguarding vulnerable adults received challenge and scrutiny and that a themed meeting should be held on 19 August 2010.

5.2. On 25 June 2010 a group comprising Councillors Avey, Carr, Val Goulden and Murray, the Chief Executive of NHS Medway, the Director of Children and Adults and the Overview and Scrutiny Co-ordinator discussed the potential scope for the themed meeting relating to safeguarding vulnerable adults. The Committee then approved the terms of reference and framework for the meeting set out as Appendix 1, on 15 July 2010.

5.3. The terms of reference for the themed meeting were agreed as follows:

(a) to provide evidence of the effectiveness and accessibility of the safeguarding vulnerable adults services in Medway and;

(b) identify any gaps in provision or any improvements which could be made

5.4. The following people were identified to provide evidence in writing in response to the following questions:

- Sue Bromley, Kent and Medway NHS and Social Care Partnership Trust
- Detective Sergeant Su Ling Chan
- Representative from provider forum
- Shout out representative
- Tracey Sharpe – Safeguarding Vulnerable Adults Co-ordinator – Medway NHS Foundation Trust
- Jane Mitchell – SECAMb – Safeguarding Children and Adults Manager
- Marilyn Kitchenham, Deprivation of Liberty Safeguarding Team Manager
- Robin Maxted – Direct Payments Co-ordinator to explain how safeguarding embedded into personal budgets
- Neil Howlett – Strategic Partnership Manager, Community Safety
- Teresa Bell (West Berkshire)– Association of Directors of Social Services regional lead on safeguarding
- Bev Morgan – Safeguarding Adults Manager – West Sussex County Council (suggested as West Sussex were judged as performing well in their last inspection of safeguarding vulnerable adults by CQC)
- Equality and diversity representative
- Pensioners forum – Christine Baker to cover at the meeting
- Housing representative

1. Is there a good enough balance in Medway between investment and practice in relation to the areas of:

<ul style="list-style-type: none"> • prevention 	<ul style="list-style-type: none"> - what work has been undertaken to support communities in Medway to look out for their 'vulnerable' members and how effective is it in supporting people to stay in control and safe?
<ul style="list-style-type: none"> • awareness raising 	<ul style="list-style-type: none"> - how do the public know how they can get help if they are concerned that someone is, or might be, being harmed or abused? - how much do vulnerable people know about how to safeguard themselves, stay in control of their lives and manage the risks and benefits of their choices?
<ul style="list-style-type: none"> • the inclusion of older, disabled and mentally ill people in community safety activity 	<ul style="list-style-type: none"> - the extent to which community safety and other activity (including work linked to domestic abuse, hate crime, anti-social behaviour, rogue traders and discrimination) includes older, disabled and mentally ill people

<ul style="list-style-type: none"> managing risks and benefits 	<ul style="list-style-type: none"> - the extent to which adult social care (and other services) have built in support for people to manage risks and benefits for themselves in relation to organising social care services - the extent to which quality is built in to care services so that they are delivered in a way that respects people's dignity and safeguards their human rights.
<ul style="list-style-type: none"> specialist safeguarding services 	<ul style="list-style-type: none"> - how well specialist services work to improve outcomes for people who have experienced harm and abuse, including how they listen to and support people with decision making, make enquiries/investigations, the quality of care and protection plans and the extent to which they support people in relation to ensuring that there are Mental Capacity Advocates and 'best interest assessments' in place if people lack capacity - the extent to which specialist services ensure that vulnerable people who have experienced harm or abuse have support to ensure that they have the same right to justice as everyone else how well specialist services address what happens to the people who have harmed or abused others

2. How well are the universal services in Medway involved in safeguarding people?

5.5. Not all organisations contacted were able to provide a written response within the given timeframe. A list of organisations that did respond is set out at the end of Appendix 1, which sets out the extracts from the written evidence received.

5.6. It was agreed that a small task group comprising Cllrs Avey, Gulvin, Shaw and Sheila Kearney be set up to meet after this meeting to consider the evidence both written and that gleaned from the meeting with a view to making recommendations to the Committee on 30 September 2010.

6. Initial analysis of written evidence

6.1. Following an examination of evidence received the following paragraphs set out an initial analysis for Members to consider under the question headings

Prevention

- There is a multi-agency sign-up by all statutory and independent organisations to the Multi-Agency Safeguarding Adult Protection Policy, Protocols and Guidance for Kent and Medway
- A range of prevention strategies across organisations are in place
- There are safeguarding vulnerable adults lead practitioners in statutory organisations

- Partnership working is evident across statutory agencies in particular in the delivery of Medway Council's statutory requirement under Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
- Strong commitment from health services
- Training is a key strategy
- Specialist housing services are in place to protect vulnerable people against abuse

Awareness raising

- All partners have comprehensive training strategies for safeguarding and Mental Capacity Act
- When a Medway resident requests information on an assessment for social care they are given clear information on how to report any concerns re abuse
- Public awareness campaign reached people not normally in contact with health and social care agencies
- It would be helpful to encourage some Members from Medway to attend the I&DeA (Improvement and Development Agency) free event: Lead Member seminars: the councillor's role in promoting personalisation and safeguarding
- It would be useful to include safeguarding as a topic in the corporate induction programme for Medway Council
- Corporate Strategies should reflect priorities in safeguarding across the Council
- Specific safeguarding training should be developed for service users
- The public awareness campaign should be continued with the production of posters encouraging people to use the direct dial number to report incidents of abuse to vulnerable adults

The inclusion of older, disabled and mentally ill people in community safety activity

- Safeguarding is a standing item on multi-agency partnership boards in Medway
- Kent and Medway Safeguarding Vulnerable Adults Committee includes carers and service users
- Medway Domestic Abuse Forum agenda feeds into the Community Safety Partnership but does not have any safeguarding vulnerable adults representation which should be addressed
- Positive engagement from Police Hate Crime Unit is promoting safety in people with learning disability (PWLD) groups but this could helpfully be extended to encompass service user safety training more generally

- A Deprivation of Liberty Authorisation can be a positive move for someone in care homes/hospital as part of the care may involve having intensive support to enable them to take part in community activities

Managing risks and benefits

- Positive risk and safeguarding approach with client groups in relation to safe financial planning and direct payments, supporting people with respect to Mental Capacity Act decisions.
- Adult protection is accepted as the primary responsibility of adult social care and front line services. However, within Medway Council there needs to be a corporate view and commitment of resources to support teams working in prevention as well as reacting to referrals.
- It would be helpful to consider inviting the I&DeA Adults Safeguarding Peer review process for Medway Council and review the operational model for managing adult protection referrals as adult social care integrated teams are dealing with high levels of concerns which have caused delays in closing cases.
- There are links between best interest assessments, DoLS and the safeguarding process to ensure that the treatment/care plan provides a proportionate response to the risk/s of harm.

Specialist safeguarding services

- There is clear evidence of good practice within the separate teams of each organisation. In order to streamline the process and optimise resources it would be helpful to replace this by setting up a multi-agency safeguarding team lead by Medway Council.
- There are existing relationships established with all departments of Adult Social Care and their associated Safeguarding Board. However this needs to be strengthened with a framework agreement to share information.
- Kent and Medway DoLS office hosted by Kent County Council and based in Maidstone is a partnership comprising Medway Council, Kent County Council and the three NHS PCT's. This agreed delivery model enables a pooling of resources and provides Medway Council with a quality service that meets its statutory duties.

How well are the universal services in Medway involved in safeguarding people?

- From evidence submitted safeguarding is approached by all as a golden thread running through all universal services

Other gaps/issues identified

- The Best Practice Guidance on the Role of the Director of Adult Social Services (Department of Health 2006) suggests that there should be a lead Member who has a focus on safeguarding vulnerable adults and promoting a high standard of services for adults with support needs across all agencies. It is suggested that the Portfolio Holder for Adult Social Care could be given this responsibility
- There needs to be an improvement in the way that the Council captures systematic evidence of people's experience of safeguarding services in order that improvements can be made. This could be achieved by audits, customer satisfaction surveys and consultations.
- There are gaps in resources to provide a comprehensive audit of documentation and association timescales which makes it difficult to monitor practice against agreed protocols
- Safeguarding awareness needs to be extended to other businesses and organisations within Medway to engage them and improve their understanding of their role in protecting vulnerable adults
- Corporate Strategies should reflect priorities in safeguarding across the Council
- Specific safeguarding training should be developed for service users
- The public awareness campaign should be continued with the production of posters encouraging people to use the direct dial number to report incidents of abuse to vulnerable adults
- There needs to be an inter-agency agreement/policy relating to self neglect, self harm, frequent users of services and frequent callers
- More work needs to be done to improve expectations and partnership working on both sides when an adult protection referral is made by a service provider to the local authority
- More needs to be done to improve outcomes for people with disabilities so they feel empowered to have control over their lives and have access to universal services

7. Risk

- 7.1. Assessing and managing risk is essential to safeguarding vulnerable adults. There is a multi-agency responsibility to identify vulnerable adults at risk of abuse, to put safeguards in place to prevent abuse and to ensure that where there are concerns of abuse having occurred, risks are managed to protect vulnerable adults from further abuse.
- 7.2. Since 2006 Local Authorities Local Authorities have had increased responsibilities to safeguard vulnerable people. If Medway Council does not have in place effective and robust safeguarding arrangements then it could be exposed to the risk of a legal challenge.

8 Financial and legal implications

- 8.1. NHS Medway has contributed £16,100 to the 2010/2011 multi-agency safeguarding adult budget. In addition, NHS Medway has a designated Lead for Safeguarding Adults with additional secretarial/administrative support.
- 8.2 Medway Council spend on SVA services and training are detailed below, this does not include the substantive post of the Safeguarding Adults Coordinator (PO3) or recurring costs for delivering awareness training for staff including private and voluntary sector. SVA administrative support only commenced from July 2009. The SAB is currently reviewing all partners contributions and so or contribution may increase in order to meet our organisation's multi-agency training requirements.

Description	Spend 2008/2009	Spend 2009/2010
SVA temporary Administrative support July 2009-March 2010	0	£16,687
6 month Admin. For implementation of standardised SVA case documentation, May-October 2010.	0	£10,829
Trainer and venue costs for Level 1 training	£3,469	£3,330
Forced Marriage Training Trainer/venue costs	0	£2,077
Medway Council's contribution to Kent & Medway Multi-agency Safeguarding Adults Board- This was increased in 2009/10 for new board manager and additional training consultant	£9,442	£11,358
External conferences/courses	£1,090	£6064
Medway Council's contribution to Kent & Medway Domestic Abuse Coordinator, hosted by Kent Police.	£5,000	£5,000
TOTAL	£19,001	£55,345

9. Recommendations

- 9.1. Members are requested to receive initial introductions by key partners in relation to the evidence submitted and question those partners on the emerging themes ahead of the Member task group, referred to in paragraph 5.6 of the report, forming recommendations which will be submitted to the 30 September 2010 meeting of the Committee.

Lead officer contacts

For Medway Council:

Sallyann Larkin, Safeguarding Adults Co-ordinator, 01634 336310
Sallyann.larkin@medway.gov.uk

For NHS Medway:

Susan Roots, Lead for Safeguarding Adults
NHS Medway, 01634 382823
Susanroots@nhs.net

Background papers

Adult Safeguarding Scrutiny Guide – Centre for Public Scrutiny/Improvement and Development Agency – April 2010

No Secrets, Department of Health, 2000

Improvement and Development Agency/Centre for Public Scrutiny `Councillor briefing: safeguarding adults' November 2009

Schedule of written evidence submitted

Is there a good enough balance in Medway between investment and practice in relation to the areas of:

- Prevention

Response	Submitted by
<p>The ambulance trust has not been directly involved in this work but continues to raise awareness with staff and public where opportunity arises.</p> <p>All clinical team leaders are now supplied with a Joint Royal College Ambulance Liaison Committee Pocket Book that has guidance re safeguarding. MCA and DoLS, Capacity and Consent Procedure, Do Not Resuscitate (DNR) guidance and advance decision Policy</p>	SEC Ambulance Trust
Care organisations working for Medway must employ staff fully vetted by qualified references and enhanced police checks. Staff must undertake a training course on safeguarding and confirm they understand their duties to the persons being supported.	Carers' relief
<p>1. Council's safeguarding web-site with links to:</p> <ul style="list-style-type: none"> • Kent & Medway Policy, Procedure and Guidance document (July 2010 update) • Specific guidance to alerting safeguarding concerns in Medway ie • Carers Groups • Learning Disability Partnership Board • Domestic Abuse services and support groups • Substance Misuse services and support groups <p>2. Partner agency sign up to the "sharing of information" relating to alleged victims/perpetrators during safeguarding processes.</p> <p>3. The Trust's safeguarding website provides a link to the wider web-site and to specific information/developments for its' own staff teams.</p> <p>4. Each in-patient and community base for adult mental health services provided by the Trust has a central resource pack (Care Quality Commission focus) that includes a safeguarding section.</p> <p>5. Joint and Multi-Agency safeguarding training that includes elements of respect/dignity/rights for vulnerable people/groups.</p> <p>6. The Integrated Health and Social Care Teams for Adults with Mental Health Needs provided by this Trust support responsive assessments of vulnerability and subsequent care-planning to assist in minimising the level(s) of vulnerability for, and with, individuals.</p> <p>7. Whilst NHS Bodies, and the Trust specifically, has subscribed to safest recruitment processes for its' staff who are working with vulnerable adults this has been further strengthened from April 2010 by the requirement for all NHS bodies to be fully compliant with the statutory "Vetting and Barring" processes. Processes to manage this have been put in place ie a Designated Senior Officer.</p>	Kent and Medway NHS and Social Care Partnership Trust (KMPT)

Response	Submitted by
<p>8. The Trust has established a Lead Practitioner for MCA/DoLs awareness training and consultative role for its' front-line staff.</p> <p>9. Involvement in the National Awareness raising initiative, and specifically Elder Abuse focus.</p>	
<p>Housing Services will work with various communities and individuals in Medway to help them stay safe and in control.</p> <p>Housing will work with its partners and stakeholders to identify particular groups who may be at risk primarily through one of 2 ways.</p> <p>1. <u>Service Provision</u> The service will work to identify those at risk and then aim to deliver housing solutions that will help reduce risk, provide support, enable a multi-agency response or ultimately provide refuge from abuse and re-housing.</p> <p>Our Service users may be at risk and be vulnerable for a number of reasons including:</p> <ul style="list-style-type: none"> • Care Leavers • Homeless • Substance Mis-users • Non English Speaking • Fleeing Domestic Violence • Refugees • Poor health <p>Examples of this type of work include the Housing Solutions Service which works with vulnerable clients to help prevent them from becoming homeless, this could include advice about tenancies, mediation and refuge or sanctuary for those fleeing or at risk of domestic abuse.</p> <p>2. <u>Commissioning and Development</u> In order to help create a safe environment or to provide support where that is no longer the case the service works with service users, statutory and non-statutory agencies to identify need and then aims to commission services, accommodation and support to minimise risk and provide a safe home environment.</p> <p>Examples of this would include the provision of specialist supported housing for vulnerable elderly people or clients with Learning Disabilities. In these cases detailed analysis was undertaken including consultation with service users, which has lead to the provision of new specifically, designed supported housing for the client group, with individual assessments of client needs and support allowing for tailored support packages to be provided.</p>	<p>Housing services, Medway Council</p>

Response	Submitted by
<p>‘Being part of Shoutout’ ‘Getting confidence to get a life’ ‘Learning from other Shoutout members’ ‘Getting to know Julie Germany in the Police Hate Crime Unit has helped us to know about hate crime and what to do if things go wrong’ (phoning the police, ie 999 or hate crime unit to report hate crime)</p>	<p>Shoutout – support group for people with learning disabilities</p>
<ul style="list-style-type: none"> • Safeguarding adults awareness week (14th June 2010). Multi-agency working. Targeted busy public areas (Morrison’s & Pentagon centre). Over 1000 leaflets distributed to public. • Intranet public safeguarding pages with relevant information. Details of who to contact for information or emergency. • Safeguarding questions on regular patient surveys • Patient representatives/Link members on Customer Experience Committee where Safeguarding Adults issues are discussed • Work closely with colleagues in statutory agencies to help reduce abuse (awareness week, integrated team workshops, representation at Kent & Medway multi-agency groups) 	<p>Medway Community Healthcare</p>
<p>When visiting service users the financial assessment officers will always check to see if service users are having abnormal withdrawals from their bank accounts, or if their home appears to be rundown and neglected even though they have a large income.</p> <p>The client financial affairs team visit residential homes to carry out personal allowance (PA) audits where the home receives the service users PA, to ensure that it is being used in the best interest of the service user. These checks resulted in a home manager being given a prison sentence of 9 months for stealing from a resident.</p> <p>Another successful case between the police and Medway Council was in July 2010 when a member of the public was sentenced to twenty one months for theft and fraud from a vulnerable neighbour and older people living in retirement flats. The unfortunate part is that the company who manage the property does not believe it has a duty to ensure that staff who work in the buildings communal areas need to be vetted.</p>	<p>Client financial services Medway Council</p>
<p>Outcome based reviews</p> <p>The focus on outcomes enables a broader conversation to take place between the practitioner and the customer at time of planning and review.</p>	<p>Direct Payments, Medway Council</p>

Response	Submitted by
<p>Personal Budget taken as a Direct Payment</p> <p>Specific procedures and practice in place should customer chose this option:</p> <ul style="list-style-type: none"> • Suitable person protocol (draft with legal department) to receive Direct Payments to arrange support for customers who lack mental capacity. <ul style="list-style-type: none"> ➤ Incorporates, financial and CRB checks. ➤ Legal requirement to act in customer's best interests • Initial support from SDS worker covers safer recruitment practice including: <ul style="list-style-type: none"> ➤ Agency pointers include asking about H & S etc. ➤ Producing suitable job descriptions ➤ Advertising anonymously (team handle responses) ➤ Neutral venue for interviewing offered ➤ Interviewing companion support offered ➤ Reference checking ➤ CRB facilitated ➤ Employer's responsibilities outlined ➤ Signpost and arrange payroll/book-keeping support ➤ Arrange directly first year employer's public liability insurance ➤ Employer helpline available for contractual support from insurance providers • Medway Card in development to give Direct Payment option for those who would prefer not to handle cash or deal with the banks. Increases monitoring capacity. • Direct Payments Scheme reviews in addition to care management reviews: <ul style="list-style-type: none"> ➤ First year: 4 and 8 months ➤ Annual audit (Insurance and expected expenditure checked) <p>Quarterly Service User group and newsletter reminds users of SDS support team contacts</p> <p>PA training</p> <ul style="list-style-type: none"> • Customer's Personal Assistants offered training (e.g POVA, manual handling) through Medway College of Social Care 	<p>Direct Payments, Medway Council</p>
<p>June 2010 saw a concerted effort by Health, Social Care and Police working in collaboration to raise the awareness of safeguarding with the public, there was a week of activities designed to engage the public and discuss how safeguarding can improve the quality of life for vulnerable adults and also respond when there is an allegation of abuse.</p> <p>Training sessions at Medway NHS Foundation Trust focus on safeguarding in the community as well as in the Trust. There are generally questions from the audience related to families and the individual experiences out side of their professional capacity. The issues are explored and awareness of the service and what it can do is achieved through case studies.</p>	<p>Medway NHS Foundation Trust</p>

Response	Submitted by
<ul style="list-style-type: none"> • Advice in Medway's Care and Support Handbook for Older People, Adults with Disabilities and Carers • Safeguarding and positive risk assessment is central within the transforming adult social care programme • Sound commissioning strategy-promotes dignity, safety and quality of care <p>Adult Social Care Providers know and use safeguarding protocols and are required to undertake level 1 training</p>	Safeguarding Adults Co-ordinator Medway Council
<p>The following are managed by adult social care commissioners:</p> <p>Bogus caller alert scheme Information in Adult social care guide Medway (prepayment) card Auditing of Personal Budgets Local Authority Deputy for managing other people's funds</p>	Social Care Commissioning and Voluntary Sector Manager
<p>The Mental Capacity Act 2005 sets out key principles by which all citizens must abide. The first being "always assume capacity" so that vulnerable peoples' rights and wishes are respected at all times. However, the Act protects those who have lost the capacity to understand, retain information long enough to make a decision, weigh up the pros and cons and communicate their decision. The Act demands that decisions are made in the Best Interests of people who have lost the capacity to decide for themselves and that decisions are made involving all those who are interested/involved in their care and welfare.</p> <p>The Deprivation of Liberty Safeguards are an addition to the Mental Capacity Act and have been law since April, 2009. The DoLS apply to people who lack capacity and who live in residential care homes and hospitals. Where a person has to be deprived of their liberty, the care home/hospital must apply for authorisation from the Supervisory Body. In Medway the Supervisory Bodies are Medway Council and NHS Medway.</p> <p>Medway Council has trained Best Interests Assessors who work as part of a Countywide Duty Rota with Section 12 approved Mental Health doctors, undertaking assessments for DoLS.</p> <p>Medway Council's Deprivation of Liberty Safeguards Team Manager co-leads the DoLS office, which is hosted by Kent County Council.</p>	Deprivation of Liberty Safeguards Team Manager

Is there a good enough balance in Medway between investment and practice in relation to the areas of:

- **Awareness raising**

Response	Submitted by
<p>The ambulance trust has not been directly involved in this work but continues to raise awareness with staff and public where opportunity arises.</p> <p>Staff are trained in SVA and MCA-SVA and child protection level 1 is a minimum training standard for all staff.</p>	SEC Ambulance Trust

<p>Medway Council do all they can within their legal powers to be in contact with persons needing support and they regularly contact them with updates on safeguarding awareness and where they can go for support. They regularly invite the supported people and their carers to presentations and partnership board meetings where all relevant parties attend and offer information and where and who to go to protect them from harm or abuse. All this information is available also to the general public on Medway's website.</p> <p>From this information and the support of the care organisations appointed by Medway the supported people can stay in control of their lives and manage the risks and benefits of their choices.</p>	Carers' relief
<ol style="list-style-type: none"> 1. The Kent & Medway Multi-Agency training available to all agencies, including non-statutory bodies. 2. Development of differing routes to deliver appropriate levels of safeguarding training to appropriate levels, and numbers, of staff and volunteers. 3. The Trust is working to achieve a 95% compliance for level one awareness training across its' staff groups by end of 2010/11. 4. Partnership input to the county-wide review of its workforce development (safeguarding) strategy. 5. Mental Capacity Act/Deprivation of Liberty Awareness training for Trust clinical staff has achieved a 95% compliance rate at March 31st 2010. 6. The Trust's Board has received an "awareness" development session in July 2010 in relation to their roles and responsibilities and national imperatives i.e. the development of (safeguarding) guidance from the Dept of Health for NHS Boards. 	KMPT
<p>Information is available both to potential service users and to professional and other support networks.</p> <p>This information is available:-</p> <ul style="list-style-type: none"> □ on –line along with guidance on keeping internet activities hidden for those at risk, at the □ Chatham Contact Point, in association with Citizens Advice with joint surgeries, □ Emergency Out of Hours <p>With approaches being received from individuals including the police, social care and voluntary organisations.</p> <p>In addition, to which services are promoted through Local Surgeries some of which are held by specialist housing advisors who are able to speak some of the main minority languages in Medway, press articles, leaflets road shows held in shopping centres across Medway.</p> <p>In addition to which training has been provided with partners to voluntary organisations, colleagues from other Council teams and the police. Training has also been provided to frontline housing officers along with specialist advice to staff involved in the research and development of</p>	Housing services, Medway Council

services including the assessment of policies and strategies on vulnerable groups, and how to mitigate and target services effectively to meet need.	
<ul style="list-style-type: none"> • Safeguarding adult training mandatory for all staff • Mandatory for all relevant clinical staff to attend SGA Level 1 & 2 training • All services areas have identified SGA Links. Bi monthly meetings held to network with Links to improve understanding, reporting and safeguarding process • Bi annual specific SGA clinical supervision for clinical staff • Regular specific SGA clinical supervision for all staff involved in a case open longer than 2 months • Regular reviewed local policies which link into K&M multi-agency <p>Guidance</p> <ul style="list-style-type: none"> • All teams are encouraged to have safeguarding adults as standing item on team meetings <p>All the above supports staff to not only be able to recognise safeguarding concerns but to also be able to better support and inform the public regarding safeguarding adults. This will empower staff and the public to manage risks. The public will then have more control over their lives and the treatment they receive.</p>	Medway Community Healthcare
<p>There is information on the website about financial abuse and who to contact if people feel they are being abused.</p> <p>Where service users are being financially abused and they lack capacity the client financial affairs team will manage their finances for them, including claiming benefits and paying bills.</p>	Client financial services Medway Council
<p>Information sheet sent out with the Review appointment letter outlines process, which includes the element of 'keeping safe', 'handling risk' and action in emergency situations.</p> <p>'Stop – Abuse is Wrong' leaflet left with customer on visit together with 'Ageing Well in Medway' booklet (Note that this booklet is on hold because of copyright difficulties).</p>	Direct payments Medway Council
<p>At present the Trust provides the Adult Abuse leaflets in patient areas. We need to improve the visibility of safeguarding, to the public and with this in mind the Safeguarder will be attending the Trust AGM next month and provide a stall with information and contact details. In general we do not do proactive prevention work related to safety in the community, our client / patient group who are hospitalised first priority is to achieve health, should they request information we will of course supply it. When visiting patients on the wards who have raised a concern the Safeguarder will refer to community Safeguarding if there is a need or sign post them to the appropriate service to support them.</p>	Medway NHS Foundation Trust

<ul style="list-style-type: none"> • Referral process for the public is clear, with one number to call • Medway local SVA leads organised a professional's half-day conference on 15 June and 2 public awareness events on 16 and 23 June. The public awareness events were held at Morrison's supermarket and The Pentagon Shopping Centre. The public were able to talk to staff from health (both primary and secondary), adult social care, police (public protection and hate crime units) and police community support officers about the ways in which our organisations can help reduce the risk of abuse in vulnerable adults and who to speak to if they had concerns re someone who was vulnerable. The events made contact with over 1200 members of the public • <i>How to protect yourself from abuse</i>-council website launched February 2010 leaflets were left in all libraries and contact points, along with a planned itinerary of a 'pop-up' raising awareness journeying around the libraries over the next year 	<p>Safeguarding Adults Co-ordinator, Medway Council</p>
<p>The procedure has generally been clear and methodical and in all cases solutions have been identified that maintain the safety of residents, which is, after all, our primary concern</p>	<p>Mortimer Society (charity who run two residential homes in Medway caring for people with long term physical/learning disabilities)</p>
<p>Training about the Mental Capacity Act and the Deprivation of Liberty Safeguards is readily available via the Local Implementation Network (LIN) which jointly funds two trainers.</p> <p>Earlier in the year, the LIN ran 4 Awareness Raising Sessions across the County reaching over 800 Managing Authorities (Care Home and Hospital Ward Managers). Many health and community staff also attended. 1 of these events was held at the King Charles Hotel in Medway. Medway Council's Assistant Director, Adult Social Care gave the opening address at one of the events.</p> <p>Medway's DoLS Team Manager attended the Learning Disability Partnership Board AGM with promotional and 'easyread' materials and gave a presentation of Members earlier in the year. She also spoke at a Social Care Conference for Managing Authorities in June and this covered 400 Managing Authorities across the County. She is actively visiting Care Homes in Medway ensuring awareness about MCA/DoLS. The Social Care Contracts Team has circulated DoLS checklists and discuss DoLS on their Contracts compliance visits. The CQC add to this compliance and awareness.</p>	<p>Deprivation of Liberty Safeguards Team Manager</p>

Is there a good enough balance in Medway between investment and practice in relation to the areas of:

- **The inclusion of older, disabled and mentally ill people in community safety activity**

Response	Submitted by
Domestic violence and self-neglect is a recurrent need identified.	SEC Ambulance Trust
Our knowledge is limited to learning disabilities but we are aware that other organisations who attend the Providers Forum are similarly active in providing for the elderly to meet Medway's requirements.	Carers' relief
<ol style="list-style-type: none"> 1. The Kent and Medway Safeguarding Board networks includes community safety representatives (ie police, fire, ambulance, environmental health) 2. The Medway Learning Disability Board 	KMPT
Various methods to ensure that our services are helping meeting need have been adopted. This has included undertaking consultation events with specific client groups to help inform the development of new housing schemes, engaging with clients and carers and support workers in forums and support groups to help shape, monitor and influence services. Whilst also monitoring individual service requests and support through satisfaction surveys and interviews.	Housing services
<ul style="list-style-type: none"> • Work very closely with Learning Disability team and Medway Foundation Trust to raise awareness and support for the public • Joint LD presentation at SE Strategic Health Authority conference • Close working relationship with all Adult Integrated Team (workshops with SS co-ordinator) • Medway Community Healthcare have successfully employed a Domestic Abuse (DA) Co-ordinator to work in the safeguarding team. Her main role will be to raise awareness of DA with both public and staff. She will support the family in a DA situation and work across both adults and children's services • The safeguarding adult team has a Mental Capacity Act (MCA) Manager who advises staff. She promotes awareness to ensure that the public are safeguarded when lacking capacity to make decisions. She also works closely with partner organisations across Kent & Medway. She has advised the patients and their families on the MCA and ensures that staff are aware of the availability of the Independent Mental Capacity Advocacy service. 	Medway Community Healthcare
Inclusion is a primary focus for the Trust but it is focused on people with a learning disability at present. The development of the Learning Disability Liaison Nurse post has improved multi agency working to ensure access to services, choice and to foster independence. The promotion of the MCA has supported this agenda; we will be looking at the elderly as the next target group	Medway NHS Foundation Trust

<ul style="list-style-type: none"> • Awareness raising, policy advice with Black and Minority Ethnic (BME) groups in daycentre and with carers' groups • Safeguarding is standing agenda item and integral to both people with learning disability and PD disability boards • Currently scoping Family Group Conferencing for vulnerable adults based on a best practice model from Hampshire Local Authority 	Safeguarding Adults Co-ordinator, Medway Council
A Deprivation of Liberty Authorisation can be a very positive thing for someone in this category as part of the care plan may involve having 1:1 or 2:1 support to enable them to take part in community activities.	Deprivation of Liberty Safeguards Team Manager

Is there a good enough balance in Medway between investment and practice in relation to the areas of:

- **Managing risks and benefits**

Response	Submitted by
<ul style="list-style-type: none"> • All liaison with services has shown them to be mindful of the need to be respectful and recognise human rights, recognising the accumulative effect of incidents and adjusting risk assessments and thresholds for access to care accordingly would be greatly valued. • Revised Vulnerable Adult referral form includes a referral route for adult protection • The organisation has an executive lead for safeguarding vulnerable adults • Representation from SECamb on the Kent and Medway Safeguarding Vulnerable Adults Network 	SEC Ambulance Trust
The risk is managed by care organisations appointing and training staff, to build relationships with the people being supported so that the staff are aware through experience of the needs for the supported person and risks and benefits that should be taken into account in relation to organising the social care service. Thus providing a quality service, which respects the supported person's dignity and safeguards their human rights.	Carers' relief
<ol style="list-style-type: none"> 1. Personalisation/self-directed support strategy and implementation. 2. Individual input to personal care planning processes and intended outcomes. This includes any post-abuse support needs. 	KMPT
<p>Support to help manage risks is provided in various ways depending on the service being provided and could include the undertaking of regular casework reviews, case conferences and establishing of priority based allocations.</p> <p>The provision of Care services is primarily provided through Social Care or other organisations, in association with housing care and support services are commissioned through frameworks such as Supporting People. In which case that care is overseen by those partners.</p>	Housing

<ul style="list-style-type: none"> • Quality high on Board agenda with bi annual safeguarding adult board reports • Regulation 11 CQC registration requires evidence to ensure that people who use services are safeguarded from abuse • Safeguarding adult risk register to identify and minimise risk. • All risks are updated monthly and every effort is made to reduce the risk (NHS Professional staff/Agency staff training – working closely across K&M to ensure that agency staff have an increased awareness of safeguarding adults) • Privacy & Dignity policy <p>Safeguarding adult team work very closely with governance team and practice development team to look at ways in which safeguarding risks can be reduced ie productive community working</p>	Medway Community Healthcare
<p>There is also a post within the client financial affairs team that will assist service users who wish to continue to manage their own finances with setting up a bank account and direct debits and help with budgeting until they feel competent to continue on their own.</p>	Client financial services Medway Council
<p>Customer facing documents:</p> <ul style="list-style-type: none"> • Support Planning addresses management of risk and there are prompts for consideration by the customer included throughout the guidance notes. The Support Plan template covers these aspects specifically. • Support Plan needs to cover how risk will be managed before it is authorised by care management. <p>Internal procedures:</p> <ul style="list-style-type: none"> • Process designates documents to be shared and used <p>Key elements to be included in a Support Plan signed off before authorisation</p>	Direct payments Medway Council
<p>The implementation of the Mental Capacity Act has provided a vehicle for ensuring patients who lack capacity can access services that are suitable to their needs and safeguards their human and civil rights. We are seeing an increase in assessments of capacity and best interest decision-making is also on the increase. This is supported by work to ensure that information used to support decision making is fit for purpose and is presented in a format that the patient can understand, we now have an easy read library for common procedures available on the intra net.</p> <p>Staff knowledge of the Deprivation of Liberty Safeguards has been demonstrated with the number of referrals to the safeguarding service, we are currently authorising approximately 1 authorisation a quarter, however there were 9 formal assessments. Again we are able to evidence an understanding of safeguarding the individual's human & civil rights.</p>	Medway NHS Foundation Trust

<ul style="list-style-type: none"> • Medway Adult Community Learning Service have a SVA lead curriculum manager, Adult Protection policy and protocols and all staff have received awareness training • Coordinator has delivered tailored training for Community Safety teams, environmental health workers and library staff • Members annual awareness raising re Mental Capacity Act and recognising and preventing adult abuse • Regular representation of Adult Social Care at MARAC and MAPPA • Adult Social Care Providers have regular updates re best practice through provider forum, launched Adult Protection Toolkit for providers in 2009 • Sound commissioning strategy-promotes dignity, safety and quality of care • Contract officers involved in AP meetings • Self funders and out of area clients have equal service if a Adult Protection concern is reported • The joint work in producing a response to the Pilkington Serious Case Review has enabled Kent and Medway to benchmark our adult protection policies and protocols in relation to our possible responses to our handling of allegations of hate crime. <p>We have set up a pilot between Medway Council adult social care commissioning team and Kent Police Public Protection Unit monitoring sudden and unexpected deaths in care homes, handled by the coroner's office. This will improve communication between the organisations in highlighting poor practice and narrow the gap in soft intelligence sharing.</p>	<p>Safeguarding Adults Co-ordinator, Medway Council</p>
<p>The DoL Safeguards are all about looking at proportionality. That is: What is the harm, what is the likelihood and seriousness of the harm, is the treatment/care plan providing a proportionate response to the risk of harm and does this amount to a deprivation of someone's liberty. If it does, should it be authorised. Where DoLS is not authorised there is a potential that unlawful detention is taking place and this will trigger a referral to the safeguarding team. Best Interests Assessors are independent practitioners and therefore, provide additional "eyes and ears" to other monitoring procedures.</p>	<p>Deprivation of Liberty Safeguards Team Manager</p>

Is there a good enough balance in Medway between investment and practice in relation to the areas of:

- **Specialist safeguarding services**

Response	Submitted by
<p>The Kent and Medway Mental Capacity Act Local Implementation Network (MCA LIN) has been very effective in developing ways of working together across health and social care.</p> <p>There needs to be relationships established with all departments of Adult Social Care, and their associated Safeguarding Boards. The area is served by eight PCT's and ambulances take patients to thirteen acute hospitals, four mental health/community providers and minor injury units and community hospitals.</p>	<p>SEC Ambulance Trust</p>

<p>The Safeguarding Team endeavour to maintain relationships with all these partners in order to prioritise the protection of the most vulnerable in our society.</p> <p>The nature of our work is that our contacts are always reactive in response to emergency or urgent situations. We do not case manage, with very few follow-up contacts, but refer onto other health and social care agencies.</p> <p>When concerns are identified, the attending ambulance clinicians complete a referral. The referrals are then forwarded to the relevant local authority. Calling an emergency ambulance is always indicative of a high risk situation (on average a person will have an emergency ambulance every ten years) so concerns by front line clinicians over and above the clinical situation indicates a high level of concern.</p>	
<p>Having adequate training for staff supporting the vulnerable people is of paramount importance to Medway so that in providing services they are aware and in regular contact with the specialist services, e.g. Sally-Ann Larkin the Medway adult Safeguarding Officer and the Mental Capacity Act Advocates provide information and presentations to the care organisations and to the Learning Disability Forums, exchanging views and updating on the specialist services available to improve outcomes for people who have experienced harm and abuse.</p> <p>Care organisations provide a trusted known member of staff for the supported person to help them with their decision-making and ensure that the contacts are enabled with the specialised services to make enquiries or investigations and prepare protection plans if appropriate to support their concerns or allegations.</p>	Carers' relief
<ol style="list-style-type: none"> 1. The Trust has to demonstrate that it:- <ul style="list-style-type: none"> • has clear and effective safeguarding policies • participates in partnership working • has systems to identify vulnerable adults • manages safeguarding risks • complies with CQC standards • has robust systems for learning and sharing <p>in order to “protect, support and intervene whilst individuals receive in-patient or community services”.</p> 2. The Trust has a Safeguarding Team that encompasses Vulnerable Adults and Children/Young People. There is a specific Lead within the Team for the focus of safeguarding adults and MCA/DoLs; this specific post works closely with the Trust's legal team 3. The Head of Safeguarding provides a strategic lead directly to the Executive Team, and data-bases have been established to support the identification of /actions required for specific trends/themes for mental health services. 4. The Managers of the Integrated Adult Mental Health and Social Care Teams hold delegated responsibility to lead the adult protection investigatory processes; this includes joint investigations with other agencies ie police, contracting teams. 	KMPT

<ol style="list-style-type: none"> 5. All adult protection alerts that may require police investigation are forwarded to the local PPU for action. Alleged victims are respected and allegations investigated as for any other citizen. The Criminal Justice system is supportive of progressing cases against alleged perpetrators but there is currently no specific defined legal protection for vulnerable adults as there are within the child protection arena. 6. The Trust holds an Operational Forum in relation to safeguarding; the Council Lead for Safeguarding is invited to the meetings. 7. Care co-ordinators monitor and review funded placements. 8. Our Patient Advisory Liaison Service and Complaints Team have received safeguarding training to ensure that all areas of concern that may relate to safeguarding issues are appropriately, and sensitively, responded to by the Trust 9. Trust teams are involved in Multi Agency Public Protection Assessment (MAPPA) and Multi Agency Risk Assessment Conference (MARAC) processes to support fullest planning/activity to minimise safeguarding issues for vulnerable adults and children. 10. The Trust is utilising the intended objectives from the local safeguarding children initiative to use the "Think Family" agenda across its' own safeguarding agenda for the next 3 years ie adult mental health, domestic abuse, substance misuse. These elements are prevalent in adult safeguarding too, and there are many common (as well as specific) areas to share/develop better practices. 11. As part of the Trust's recent re-design of services, a "Master-Class" workshop confirming safeguarding roles and responsibilities for senior and middle-level managers/practitioners is being delivered in September 2010. 	
<p>Housing works closely in partnership with social care, the Police and other statutory and non-statutory agencies in order to help improve outcomes and reduce risk, both by highlighting and referring cases but also in providing signposting and through the direct provision of advice, support and assistance. This can result in attending case conferences, forums and service reviews in association with specific specialist staff and including Mental Capacity Advocates as appropriate.</p>	<p>Housing services, Medway Council</p>
<ul style="list-style-type: none"> • Mandatory for all clinical staff to attend specialist SGA clinical supervision where case scenarios can be discussed to enable staff to have a better understanding of patient needs • It is mandatory for all staff to attend MCA training and clinical staff attend the more intensive Level 1 training • All in-patient areas have designated Deprivation of Liberty liaison staff who have responsibility for ensuring patients are not deprived of their liberty unlawfully • All in-patient areas have regular meetings with the MCA manager • Staff are supported in capacity assessments and the patient's best interests • MCA designated pages on both internet and intranet 	<p>Medway Community Healthcare</p>

<ul style="list-style-type: none"> • All staff involved in a SGA case is offered 1:1 clinical supervision • Training makes staff aware of always including and supporting patients if they have experienced harm • Safer recruitment practices <p>Staff are encouraged to ensure that documentation clearly reflects the care and advice offered to patients and carers</p>	
<p>If a vulnerable adult has capacity the team can still take over the finances but it has to be at the request of the service user.</p>	<p>Client financial services Medway Council</p>
<p>The safeguarding service at Medway Foundation Trust comprises of the Safeguarding Coordinator and the Learning Disability Nurse, both work operationally on the wards and departments, with the Coordinator also working strategically.</p> <p>Both take referrals from internal departments and external agencies, these referrals can relate to concerns by the individual them selves, family, agencies or from Trust staff. The Coordinator works closely with community services to achieve a smooth transition of care, especially where there is a protection plan in place, she supports community staff in gathering pertinent information for external investigations and also supports colleagues in their investigation process. Both LD Nurse and Coordinator are actively involved in best interest decisions, whether that be as a support to the individual to make a decision, as part of the best interest process or chairing a Best Interest meeting.</p> <p>The Trust actively supports Vulnerable Adults (VA) in obtaining justice by</p> <ul style="list-style-type: none"> • Raising an alert on behalf of the VA with their consent or as a best interest decision. • Acts as an advocate for the VA • Acts as a link with other statutory services. • Advises Police colleagues when special measure may be appropriate. • Providing the physical and emotional support to the VA when they are in need. <p>The Trust considers any confirmation of abuse of a VA by a staff member as a disciplinary issue, normally identified by the initial SG investigation. If the allegation of gross misconduct is upheld then the individual will be referred to their regulatory body if applicable, if not then they will be referred to the Independent Safeguarding Authority for consideration by the Human Resources department. Where the outcome is the competence of the staff a robust education and training program is implemented with an agreed level of supervision and an expected level of achievement clearly articulated. Failure to meet these levels will result in a performance management review. Staff are always supported to develop their practice and ensure that they are safe practitioners. The Trust sees safeguarding as everybody's responsibility.</p>	<p>Medway NHS Foundation Trust</p>

<ul style="list-style-type: none"> • Partnership working evident in Local SVA Leads Forum with statutory agencies • Following an alert our Adult Social Care Teams deal with an adult abuse concern as a priority according to our Fair Access to Care eligibility criteria, we then abide by the multi-agency policy and protocols • All concerns are risk assessed and may be identified to be managed and dealt with via four different levels • Where we have information to suggest that a crime has been committed, then we contact the Public Protection Unit in the Police • There is no dedicated safeguarding operational team, all activity is undertaken as part of the generic work of the adult social care teams • The Safeguarding Adults Coordinator directly reports to AD, Adult Social Care. The post is responsible for ensuring compliance with the policy and protocols, data collection, training strategy, partnership working, prevention and public awareness • Providers are seen as partners and engaged through Level 1 investigation reports following alleged abuse allegation. This promotes a less blame culture, demonstrating a collaborative and inclusive way of working to achieve positive outcomes • SVA risk assessment tool (SA1) launched in July 2009 and assists practitioners in assessing the impact of the alleged abuse on the individual and at an early stage focuses on outcomes at an early stage for them • Council's commitment to Kent and Medway Domestic Violence Strategy Group- strategy and delivery plan • Kent & Medway multi-agency training and development plan in place- 6 levels and e-learning • Shared learning/training culture across Medway • Kent & Medway SVA Executive Board Annual report comes to O&S • Medway Council has good relationship with the K&M SVA Executive Board (KMSVAEB) • KMSVAEB has clear commitment from member agencies • We have introduced a new centralised system of collating safeguarding data from 1st October 2009, which includes collection of data from Medway NHS Foundation Trust and Kent & Medway Health and Social Care Partnership Trust (KMPT) for mandatory collection for Abuse of Vulnerable Adults (AVA) data in April 2010. This has required the formation of a new referral process and updated form. • 3 master classes for designated senior officers (DSO), identified in the protocols has taken place, for 15 delegates from Medway Council and KMPT in 2009/10. • 30 adult social care staff attended the Forced marriage, Honour Based Violence and Female Genital Mutilation awareness sessions in 2009. • Delivery of 4 Multi-agency Independent Safeguarding Authority and Vetting and Barring briefing sessions with Medway Safeguarding Children's Board in 2009 • Delivery of MARAC awareness and use of DASH risk assessment tool training commissioned specifically for adult social care staff- total of 60 places • Integrated Team workshops have taken place-to improve recording of risk assessment, referrals and promote joint working across health and social care staff. Joint delivery with NHS Medway staff. 	<p>Safeguarding Adults Co-ordinator, Medway Council</p>
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People with learning disabilities (PWLD) team have audited 100 safeguarding files and as a result we have launch of new standardised filing and document control systems specifically for Adult Protection files across all social care teams, including mental health from April 2010. This includes a programme of implementation over six months.	
The Deprivation of Liberty Safeguards would fall into the category to specialist safeguarding services. This service forms part of a Partnership hosted by KCC based in Maidstone. The Partnership comprises Medway Council, Kent County Council, and the 3 NHS Primary Care Trusts across the County.	Deprivation of Liberty Safeguards Team Manager

- **How well are the universal services in Medway involved in safeguarding people?**

Response	Submitted by
<p>Over the last 3 years there has been an increase development and heightened awareness of the importance of safeguarding adults. There is robust multi-agency working across Kent and Medway and all agencies network regularly to improve care and minimise risk.</p> <p>The governance structures of the K&M multi-agency Board and sub-groups has recently been reviewed and although is now commissioner focused at board level, all agencies and the public are encouraged to engage by providing a variety of sub groups which reflect definitive areas of safeguarding ie Network group, training group.</p> <p>In health, the SEC SHA has recently developed a South East Coast Network of safeguarding leads and encouraged sharing of ideas and practice.</p> <p>A self assessment and assurance tool has been developed for use looking at specific areas such as training and development; multi-agency working; audit and monitoring. These will also be shared at the next K&M Executive Team meeting in September 2010.</p>	Medway Community Healthcare

The evidence submitted under question one also covers this question.

Gaps/issues identified by those submitting evidence

Response	Submitted by
<p>The Ambulance Service would welcome developing joint protocols for issues such as bruising and pressure area care, which enable consistent responses when safeguarding is involved.</p> <p>Currently, the Ambulance Service is not linked with the MAPPA and would like to develop its work with the MARAC.</p> <p>There are occasions when expectations relating to Mental Capacity at the frontline, from police, mental health providers and General Practitioners differ. Inter-agency agreements and procedures with standards for response, would be welcomed. These may particularly relate to cases of self-neglect, self-harm and frequent callers to the ambulance service.</p>	SEC Ambulance Trust
Medway Council to continue keeping care organisations informed and updated so that the information can be filtered through to all staff, supported people and their families as appropriate	Carers' relief

<p>Areas of development for the Trust, and over-arching safeguarding needs in its' Medway services for 2010-11 and beyond.</p> <ol style="list-style-type: none"> 1. Develop the fullest participation in the "Think Family" principles. Vulnerable Adults who are parents/carers of children have their own needs within the consideration of child welfare/protection processes. We are participating in work with our Children and Family colleagues in KCC to develop joint working initiatives to link these objectives together more closely. We have had initial discussions with colleagues in Medway to commence this same piece of work. This links in closely with the objectives of the KSCB and MSCB for the next 3 years ie a focus on parental:- i) mental health, ii) domestic abuse and iii) substance misuse. 2. Front-line specialist expertise- establishing staff fixed-term secondments into our safeguarding team for the development of practice skills and accredited knowledge development to enhance safeguarding awareness in each of the local teams/services. 3. Ensuring that the widest range of quality advocacy provision is available and that our staff are aware of how/when to access/signpost victims of abuse to these services. 4. Increase User involvement in the developments/planning of services, including post-abuse services and training of front-line staff. 5. Implementing the nationally-developed work, relating to "survivors of childhood sexual abuse", into safeguarding adult training for practitioners to assist in minimising patterns of abuse for vulnerable adults. <p>These are not exhaustive but all link to our aim to continuously review and improve services within identified resources.</p>	<p>KMPT</p>
<p>'Going to keeping safe events but we want them to be about more than just hate crime – so about covering different areas of abuse'</p> <p>'Supporting people to learn to keep safe themselves rather than encouraging people to not go out just because they are vulnerable (nb when its dark by 5pm in wintertime)</p> <p>'The Council should change their attitudes about people with learning disabilities because I feel I am not getting the help from care managers to help me stay in my house now my Dad is dead'</p> <p>'Another Shoutout member suggested I get a lawyer and I now have a lawyer (solicitor) giving me legal advice'</p> <p>'We think some people might be struggling to move on from their own family because of the disability benefits'</p>	<p>Shoutout</p>
<p>Whilst the police work very closely with Medway Council on safeguarding cases, the cases very rarely get as far as the courts as the Criminal Prosecution Service does not think that the service user would not be able to manage a court case due to their lack of capacity. This can be very frustrating after professionals have spent many weeks preparing the case to bring justice to a vulnerable adult.</p>	<p>Client Services, Medway Council</p>

<p>Another successful case between the police and Medway Council was in July 2010 when a member of the public was sentenced to twenty one months for theft and fraud from a vulnerable neighbour and older people living in retirement flats.</p> <p>The unfortunate part is that the company who manage the property does not believe it has a duty to ensure that staff who work in the buildings communal areas need to be vetted.</p>	
<p>The quality of alerting appears to be falling, with alerts from both Health and Social care being poorly filled, my experience is that the 'who did what, where and when' appears to have been lost in superfluous text and it is not always clear to see exactly what the gist of the allegation is.</p> <p>Recently the trust has declined to investigate some CM31's (adult protection referral form) as they did not meet the criteria of abuse or the individual referring could not find a Transfer of Care form so raised a CM31 to highlight the concern. Trust staff have also raised CM31's related to external agencies where the quality of the information has been poor and also the issues has been tenuously linked to safeguarding and would not have been raised at all if the safeguarder had been involved.</p>	Medway NHS Foundation Trust
<p>In an ideal world, staff who initiate the safeguarding vulnerable adults procedure should feel part of the solution rather than part of the problem. As it stands the procedure instantly removes any control or indeed input from the home raising an adult protection alert and staff become mere bystanders in a process in which it appears they have no part to play. This feeling of being shut out from a major problem in your own residential home makes people feel undermined, devalued and frustrated. This is clearly not likely to promote the real partnership approach or the openness to which we should all aspire.</p> <p>Although adult protection (AP) referrals should, by and large, be seen as a sign of a 'good' home being honest and open, too often the reality is that the home remains under a cloud of suspicion throughout the process (which can take months) during which time considerable damage to the reputation to the home can accrue. Homes need to be assured that triggering an AP investigation will not be seen, by the regulator or local authority, as a failure of management and consequently there should be a place around the table for the home to be involved and take an active part in the AP process.</p>	Mortimer Society

Responses were received from the following:

SECAmb – South East Coast Ambulance Trust

Carers Relief Service, which is a registered charity, managed by a committee of carers, professionals and volunteers. We provide a service to those wishing to purchase care hours using independent living fund (ILF), direct payments or individualised budgets.

Client services, Medway Council

Direct payments, Medway Council

Safeguarding Adults Co-ordinator

Social Care Commissioning and Voluntary Sector Manager

Housing services, Medway Council

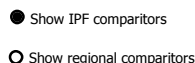
NHS Medway Foundation Trust

Medway Community Healthcare

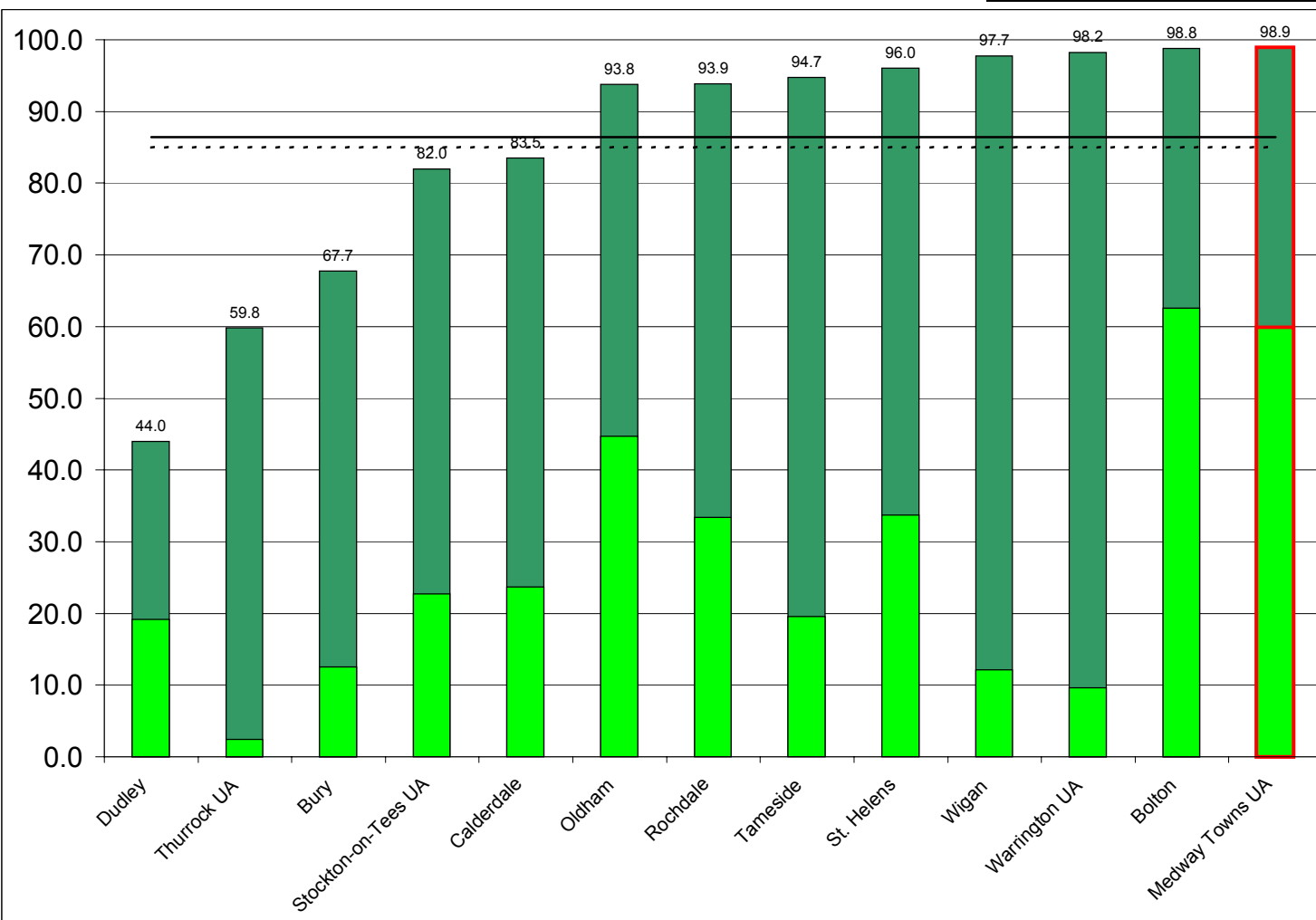
Kent and Medway NHS and Social Care Partnership Trust

The Mortimer Society

All admissions in period



	Good / Excellent	Total Rated	Percent
Council	908	918	98.9%
IPF	9,909	11,406	86.9%
Regional	18,229	20,317	89.7%
National	119,932	138,767	86.4%

☐ Display values☐ Combine poor and adequate[illegible]

* Shows percentage of services 'poor, adequate, good and excellent'. This page doesn't show any other councils where small values (between 1 and 4) form any part of the calculation. (See CRILL Report for previous 3 years of results and further breakdown by in/out of area and type of home placement)
Not showing results for 3 councils because of small values. Selecting 'combine poor and adequate' may show more councils. can be viewed by going to 'CRILL Report' and selecting 'Placements for last 3 years'

Worksheet 'QR by number' allows breakdown banded by numbers placed.

Source: Column O of CRILL data entry spreadsheet supplied to CQC, column U in datasource1.