

Devon Safeguarding Adults Board

Annual Report

2016–2017



Welcome from the Chair

I am pleased to be able to present my first Annual Report of the Devon Safeguarding Adults Board (DSAB). In this last year we have reviewed how the Board effectively functions and in particular how membership of the Board is at the right level across all the organisations which have responsibility for safeguarding and protecting people with care and support needs across Devon.

The Board comprises senior leaders from the NHS Clinical Commissioning Groups as well as Hospitals, Community Healthcare and the Ambulance service, the Police, Probation services and the Prison service, the Fire Service, the Local Authority Adult Social Care, Public Health & Community Safety Partnership and Mental Health.

My role is absolutely independent of all these organisations and my duty as Chair is to ensure that the Board is given adequate assurance that

we are all delivering safe services, and that Board Members hold each other to account for this. For me this means that there is the ability to learn from significant events when people haven't been safe and to make sure that staff across all these organisations are very clear about when people need support and how to intervene to protect those who cannot protect themselves.

When I started my role, I set out that I am personally committed to making the experience of people who are safeguarded, a good personal experience. We have done much to begin to achieve this, through being clear that all staff who work on the front line delivering services have good training and support to help them. We have more to do and especially, if we are to support and promote the ability for people to live as independently as they can; we need to ensure that this goal is well understood by our citizens and all organisations which support and assist people in need. To this effect we will be building in this next year on how we communicate better with the wider public.

I hope that you continue to find this compact version of the Annual Report helpful. For those of you who want more detailed information about the work we have undertaken in this year, may I direct you to our website or feel free to contact the Devon Safeguarding Adult Board Business Manager at: safeguardingadultsboardsecure-mailbox@devon.gcsx.gov.uk

Siân Walker

Devon Safeguarding Adults Board

This is where senior representatives from member organisations make key decisions relating to Adult Safeguarding. The sub-groups of the Board report, which are listed on the next page, report on progress against their own work plans. At the start of each Board meeting, there is a Personal (anonymised) 'Safeguarding Story' shared by a member to ensure that Making Safeguarding Personal is a focus at each Board.

DSAB Sub-groups

Operational Delivery Group

This was a new Group launched in September 2016 which reports directly to the Board. This is where key pieces of work for the Board are developed and delivered through task and finish groups. In 2016/17 this group launched several work streams including developing a DSAB Multi-Agency Policy and a Multi-Agency Performance Data report to provide assurance to the Board. We also began to work with the Safeguarding Children's Board to ensure issues picked up in Safeguarding Children's link to the work with adults and vice versa.

Mental Capacity Act (MCA) Group

This group ensured that organisations have a good understanding of the MCA and also the Deprivation of Liberty Safeguards as well as reporting on updates to Legislation and the impact it will have on multi-agency practice. This is a joint group with Torbay Safeguarding Adults Board. Joint Chairs were appointed in February 2017 representing both Torbay and Devon. In 2016/17 this group delivered the goals in the MCA section of the DSAB Business Plan, considered learning from reports regarding the Independent Mental Capacity Advocate contract and also began to carry out an audit looking at MCA practice across partner organisations.

Safeguarding Adults Review Core Group

This group has a key role in organising and delivering the Reviews, ensuring outcomes are passed to the Board for dissemination of key learning and review amongst all partner organisations. In 2016/17 Devon Safeguarding

Adults Board completed 1 Safeguarding Adult Review. We recruited a new Chair to the group who has helped implement an improved process for completing SARs to ensure Making Safeguarding Personal remains at the front of people's minds.

Learning and Improvement Group

This group makes sure that all organisations are completing the correct level of training and that this training is being used to improve how we Safeguard people. The group's work plan for 2017/18 include self-assessment of partners (including training and Safeguarding practice; development of multi-agency case audit to review how we are Safeguarding people; a review of the Training is offered to staff across partner agencies and DSAB Commissioned training.

Themed Workshops

These are workshops that were held four times a year to look at key issues within Safeguarding. In 2016/17 these were used to develop the Business Plan for the Board and to review progress of the Mental Capacity Act Group work plan.

Community Reference Group

This group will be launched in September 2017 and will be co-ordinated with Living Options and Chaired by the Chief Executive of Healthwatch Devon. The main role of this group is to enable the voice of service users to be heard. The Board will be supported and advised by this group to promote strong communication with the public, improved community safety and making safeguarding personal.

Business Plan

2017-18 Priorities

Although all the 9 areas within the Business Plan for 2016–19 will be developed throughout the year, priorities 1–3 will be focused on this year and reported to each Board meeting.

For the next three years, some of the main areas of work for the Board will be:

- 1. Improving people's experience of safeguarding which includes the delivery of 'Making Safeguarding Personal' across all partner organisations.**
- 2. A focus on promoting independence though proactive work to prevent harm and neglect in care and health services.**
- 3. Improving awareness and application of MCA and Best Interests for people.**
4. Protecting people from harm by proactively identifying people at risk, whilst promoting independence.
5. Increasing awareness about Self Neglect and development of support routes.
6. Reducing Financial Abuse and Scams.
7. Improving Support for Families at risk by building family dimension into everything we do.
8. Significantly reducing the prevalence of Modern Slavery & Human Trafficking.
9. Prevent (Protecting vulnerable people from being exploited by violent extremism).

Partner key achievements

2016–2017

Devon & Cornwall Police

1. County lines. There has been a lot of activity in understanding the exploitation of vulnerable individuals by dangerous drugs networks. All areas of the Force have considered their response to this offence type and reviewed their approach to protecting those being exploited. A number of successful operations have been carried out to disrupt and pursue perpetrators.

2. Modern slavery. The Police participated in the recent Home Office trial in relation to the National Referral Mechanism and we eagerly await the result of the evaluation of the pilot arrangements. There has been significant activity around developing the Force response. The Chief Constable holds the national lead around this portfolio.

3. Safeguarding Adult Review Core Group.

Detective Superintendent Keith Perkin has chaired the DSAB sub-group and played a significant role in developing the DSABs approach to Safeguarding Adult Reviews.

Care Quality Commission

1. Preventative measures; three sub group meetings now take place across Devon to talk about services that are at risk and gives a good picture of what is happening in Devon to develop working practices.

2. The first ratings inspection programme was completed during 2016/17.

3. Positive inter-agency working has continued to be developed.

HMP Exeter

1. There has been great emphasis on working well with partner agencies.

2. There is zero tolerance to weapons and violence in prison. This is leading to good relationships with the police. The overall impact of this is that the prison feels safer as a whole.

3. There is a Special Care unit in place within the prison which supports prisoners with care and support needs.

Public Health Devon

1. During the year, improved links have been made between the DSAB and other strategic groups for example the current Chair of the Safer Devon Partnership, responsible for undertaking Domestic Homicide Reviews, is a member of the DSAB to ensure learning is shared with members.

2. Monthly multi-agency Prevent meetings have been convened to discuss and agree support for a small number of individuals identified at risk of being drawn into violent extremism.

3. Channel Panel: The Prevent Partnership has been developed to support people, communities and professionals mitigate and respond to risks of extremism and threats of terrorism.

NHS South Devon and Torbay Clinical Commissioning Group (SDTCCG)

1. The Primary Care safeguarding nurse is now an established role within the CCG, working with and supporting primary care in relation to safeguarding adults and children. This role has a clear work plan to support the CCG and member GPs in meeting their statutory duties.

2. Safeguarding taken wider, e.g. training for dentists. After receiving funding from NHS England in early 2016 SDTCCG commissioned a training company to deliver Level 2 safeguarding adult and safeguarding children to dental practice members to increase their knowledge and understanding of the issue of neglect and self-neglect and its impact upon the health and well-being of adults, vulnerable children and young people.

3. Partnership working to help achieve change has continued to be a key role for the CCG at both a strategic and operational level. This has included leadership of work streams as well as chairing the joint Learning and Improvement Subgroup.

Devon Partnership NHS Trust

1. The Trust has established a Safeguarding Team to ensure Safeguarding is a focus for the organisation. The role of this team has a key function in generating awareness and understanding across all areas of practice.

2. We have launched an internal Safeguarding Programme to ensure staff have the correct levels of up-to-date training.

3. From a clinicians point of view a Safeguarding App has been developed to ensure clear and accurate Safeguarding information is readily available to front line staff.

NHS NEW Devon Clinical Commissioning Group

1. There is continued emphasis given to the importance of investment in safeguarding within the organisation.

2. There is a MCA/Deprivation of Liberty Safeguards lead in place to ensure this function has prominence across the CCG.

3. There a good relationship with local authority contacts in place when safeguarding issues occur.

Devon County Council Adult Social Care

1. There has been a shift for adult social care over last three years with working proactively with care and support providers and this has continued in 2016/17.
2. Ongoing efforts have been in ensuring that Making Safeguarding Personal remains at the heart of all of our work. Learning has been drawn from Safeguarding processes to establish what has happened to individuals and lessons have been learned which improve how we are developing services.
3. There is evidence of people working well together to manage situations where difficulties have arisen. This has led to people feeling safer to share their concerns.

Northern Devon Healthcare NHS Trust

1. Training take-up has increased across the organisation, ensures staff have the correct knowledge and information to carry out their role.
2. The Learning Disability liaison service was developed which is having a positive effect on the application of MCA and Best Interest making.
3. The Safeguarding Adults Lead for the Trust is co-located with children's team which help ensure 'Think Family' principals are embedded across the Trust.

Devon Safeguarding Adults Board

Web: <https://new.devon.gov.uk/devonsafeguardingadultsboard>
Email: safeguardingadultsboardsecure-mailbox@devon.gcsx.gov.uk

Torbay and South Devon NHS Foundation Trust

1. Introducing 'Freedom to Speak Up Guardians' – The scheme allows any member of staff to raise concerns in confidence to appointed independent people, confident in the knowledge that they will be listened to, that action will be taken and that they will be thanked and acknowledged for living the values of the NHS.
2. Placing the making safeguarding personal agenda at the heart of safeguarding training. Our training focuses on person centred not process driven responses, empowering people to maintain choice and control throughout safeguarding enquiries.
3. Piloting the use of a mental capacity act rapid assessment tool. The tool allows front line staff in hospital settings to have better access to resources to support assessment and decision making with regards to the Mental Capacity Act 2005.

Devon, Dorset and Cornwall Community Rehabilitation Company

1. Safeguarding was firmly placed on the agenda for the organisation which means its importance is continually stressed while developing policy and practice.
2. There was a new training package for all Working Links organisations launched in 2016/17 which includes safeguarding which has increased awareness of key issues.

National Probation Service

This year we produced a guidance document in relation to Safeguarding Adults. This has crystallised our approach to working to the principles Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability all underpin our adult safeguarding work.

Royal Devon and Exeter Hospital NHS Foundation Trust

1. There is now an Independent Domestic Abuse Advisor (IDVA) present on RD&E site one day per week – this pilot started February 2017.
2. The Senior Safeguarding Nurse Specialist will improve our team's capacity to respond to the demands of safeguarding in the community, linking the acute and community aspects of the Trust.
3. Over 90% of all staff trained consistently in Safeguarding Adults. Domestic abuse training statistics are also increasing steadily.

South Western Ambulance Service NHS Foundation Trust (SWASFT)

1. SWASFT developed strong links with a large care provider regarding referrals which lead to a greater understanding of roles and responsibilities especially with people who fall but don't injure themselves.
2. The Named Safeguarding Professional for SWASFT now attends a Care Peer Group Forum to discuss any issues, shared best practices and agree required actions.
3. SWASFT contributed to 19 Safeguarding Adults Reviews to review lessons learned and implement good practice across Devon.