

- Embedding Care Act 2014 in Practice and through multi-agency working, ensuring that Safeguarding is understood widely.
- Developed an Assurance Framework for Safeguarding Adults to ensure quality services can be provided to the people of Devon.
- Ensured that information and learning from the Devon Safeguarding Adults Board is disseminated to all Primary Care practitioners to improve Safeguarding practice.

### **NORTH DEVON HEALTH CARE NHS TRUST**

- Updated and reviewed its Safeguarding Adult and Deprivation of Liberty Safeguards policy to ensure it is compliant with the Care Act 2014.
- Safeguarding training has been reviewed and attendance has met standards.
- Safeguarding Adult Lead chairs the MCA sub-group and led on the organisation of a MCA awareness week and conference in February 2016 on behalf of the Devon and Torbay SAB.
- Safeguarding Adult Nurses support the education and investigation into concerns about whole services which are led by Devon County Council. These supported investigations are beneficial in ensuring the health and wellbeing of people in residential and nursing care is Safeguarded.

### **SOUTH DEVON & TORBAY CLINICAL COMMISSIONING GROUP**

- The joint safeguarding adults and children team was created at the beginning of the year, this has

gone from strength to strength and continues to develop.

- Created new role of Designated Nurse for Safeguarding Adults to give a greater focus and integration for Safeguarding across whole organisation.
- Designated Nurse for Safeguarding Adults chairs the Devon and Torbay Learning and Improvement Group to develop shared working and learning across the area.

### **SOUTH WESTERN AMBULANCE SERVICE NHS FOUNDATION TRUST**

- Analysis and Review of Safeguarding Referral Process for efficiency and Demand Management.
- Development of a standardised audit tool to review 20 cases completed with CCG Adult Lead to improve how we manage Safeguarding cases.
- Received positive safeguarding feedback from 111 CQC inspection.
- All Non-Emergency Patient Transport Service (PTS) staff completed Safeguarding training and training has been quality assured.

### **TORBAY & SOUTH DEVON NHS FOUNDATION TRUST**

- Production of a multi-agency self-neglect tool to improve awareness and
- The co-location of the Children and Adults Single Point of Contact via the Multi Agency Safeguarding Hub to improve how we work together.
- Adoption of the ADASS self-assessment tool for learning and improvement.

# **Devon Safeguarding Adults Board**

## **Annual Report 2015–2016**



### **WELCOME FROM THE CHAIR**

2015/16 was my last year as Independent Chair for the Board. It has been a privilege to see the work that goes on throughout the year; while the individual tragedies make the news coverage, I have seen the reality of caring, professional people, giving of their best in challenging circumstances. Much of what we have achieved has been based on the ability of all our constituent agencies to work together for the benefit of adults at risk. I would like, through this Annual Report, to express my appreciation and acknowledge all the staff and those who use the service and their families involved in the safeguarding of people at risk and handover to the new Chair.

**Bob Spencer**



### **NEW CHAIR**

I am delighted to have been appointed to the role of Independent Chair for Devon Safeguarding Adults Board and look

forward to working with all partners. I have a background with 40 years' experience of working in social care, housing and health services and I welcome the opportunity to be working again in Devon. I am driven by a passion for ensuring all services to vulnerable people are person-centred, easy to access and importantly promote independence, whilst ensuring people are safe. Ensuring that people are supported to keep themselves safe is important, as it is to ensure that people are able to express what outcomes they wish to achieve. This is described as 'Making Safeguarding Personal' and I am personally committed to ensure that this is rooted throughout and across all partner organisations and that front line staff are supported to have the confidence in working alongside people to deliver this. **Siân Walker**

## Executive Board

Key decisions have been made at this Board. It was attended by all member organisations and took place four times.

## Themed Workshops

These are workshops that were held four times a year to look at key issues within Safeguarding. In 2015/16 these were used to develop the Business Plan for the Board and discuss how organisations share and manage information about safeguarding people.

## Mental Capacity Act (MCA) Sub-Group

This group ensured that organisations have a good understanding of the MCA and also the Deprivation of Liberty Safeguards. This group discussed any information and key issues, and organised an MCA Awareness Week and Conference in February 2016.

## Operational Sub-Group

This is where people who work in all the different organisations across Devon agree how they work together. The group work together to Safeguard and Protect Devon's citizens. Different organisations bring important updates on their work to share with the partners

## Safeguarding Adults Review Group

This group gathers information and makes recommendations to the Chair on whether a review needs to take place and how that review is delivered. The group has a key role in organising and delivering the Reviews and then ensures outcomes are passed to the Board for dissemination of key learning and review amongst all

partner organisations. In 2015/16 Devon Safeguarding Adults Board completed one Safeguarding Adult Review.

## Learning and Improvement Group

This group makes sure that all organisations are completing the right kinds of training and that this training is being used to improve how to Safeguard people.

## Business Plan 2016-19

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

- 1 Improving people's experience of safeguarding and delivery of 'Making Safeguarding Personal' across all partners.
- 2 Prevention of harm and neglect in care and health services, whilst promoting independence.
- 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 and support routes for Self-Neglect cases.
- 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

### DEVON & CORNWALL POLICE

- Increased resources in Sexual Offences and Domestic Abuse Investigation Teams (SODAIT's) and improved working between investigators and safeguarding officers to provide better support to victims of domestic abuse and sexual violence.
- Training and awareness to improve safeguarding investigations for victims experiencing modern day slavery, human trafficking and radicalisation.
- Central safeguarding teams in place in Devon with additional resources and improved working practices to provide a better service for the public.
- There have been a number of police operations where adults at risk have been identified and safeguarded as a result of our actions.

### DEVON COUNTY COUNCIL

- Delivered comprehensive training programme for all care management staff. This increased understanding and knowledge of the Care Act 2014 in practice.
- Implemented decentralised model for screening Safeguarding concerns, including identifying when a Safeguarding enquiry is required. This is located within front door Care Direct Plus service. This has been positively evaluated in terms of sharing knowledge and practice experience more widely. This ensures a more timely response to safeguarding concerns.

- The Quality Assurance & Improvement Team works collaboratively with NHS colleagues to proactively support care providers. In the last 12 months whole service safeguarding proceedings have nearly halved and there has been a 12% increase in the proportion of services rated overall by CQC as "good" or "outstanding".
- Developed improved approach to the quality assurance of Safeguarding practice with a focus on Making Safeguarding Personal.

### DEVON PARTNERSHIP TRUST

- Developed a Street Triage Service fully operational which responded to 1,178 referrals, providing support and advice to safeguard vulnerable people.
- Working with Devon and Cornwall Police to share information on people who are receiving services from the Trust to improve and inform safety planning and appropriate resources for individuals.
- 3 Place of Safety Suites in place across Devon which have helped reduce people placed in Police custody under section 136.
- Launched a Think Family Toolkit to ensure that the impact of any mental health difficulties are considered within assessments in the context of individual's family lives and roles whether as a carer for others themselves or those caring for them.

### NEW DEVON CLINICAL COMMISSIONING GROUP

- Training on Adult Safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards was delivered to GPs. Successful in raising awareness and confidence in Primary Care.