

Devon Safeguarding Adults Board

Annual Report

2017–2018



Welcome from the Chair

I am delighted to present the Annual Report of the Devon Safeguarding Adults Board for 2017/ 2018. This report sets out the achievements of the Board during the year, measuring these against the objectives which we agreed at the start of the year.

I am particularly pleased that, resulting from our themed workshops and good participation in the Board and all its sub groups; there has been significant improvement in the delivery of services for people who need to be protected from abuse and harm. One example of this is something we describe as ‘Making Safeguarding Personal’, where people who receive services are now better consulted on the outcomes they wish to achieve following the initial safeguarding referral. We have raised awareness about this through training across all partners, which has resulted in practice improvements.

Board Members include senior strategic leaders from the NHS (including the Clinical Commissioning Groups, Hospitals, Ambulance Service), Devon & Cornwall Police and Devon County Council as well as the National Probation Service & Community

Rehabilitation Company, the Prisons, Devon & Somerset Fire and Rescue Service, Housing and local Healthwatch. We all meet together to share learning and actions being taken to promote protection of vulnerable people with care and support needs from being harmed or suffering abuse and neglect. The purpose of the Board is for us to seek assurance that all partner organisations are delivering effective safeguarding services. There has been considerable improvement in our working together in this last year, where partners effectively challenge each other so that we are assured of improvements in safeguarding practice. Of significance is the work commenced with local housing providers and the District Councils – an important relationship which will develop and result in continuing improvements to make people safer, in the coming years.

Further evidence of the Board working together is delivery of Safeguarding Adult Reviews (SARs), where there have been significant incidents of harm or even death of a vulnerable adult. In this year the Board has commissioned 5 SARs, most of which will be nearing completion by the end of 2018. The outcomes of these will be published in the next year’s annual report.

We also learn together as a Board though

discussion about personal “Safeguarding stories/ experiences” at the start of each Board meeting where all partners take turns in presenting and all share actions to improve their services arising from consideration of these experiences.

So on reflection - a year of improving services and importantly, of action being taken. Our strategic objectives for the next year aim to improve communication to the wider public about services which exist to promote safety for those at risk of harm to improve public awareness; in particular through producing information about what the public can do to ensure that vulnerable people feel and are safer.

Siân Walker

DSAB 2017/18 Priorities

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
3. Improving awareness and application of MCA and Best Interests for people.

DSAB Sub-groups

Mental Capacity Act

The group developed a work plan to seek assurance from each partner member that the foundations upon which the Mental Capacity Act 2005 can be rightly applied are in place, are relevant and accessible to support both their own staff and also to provide information to the wider population.

Safeguarding Adults Review Core Group

This group has a key role in organising and delivering the Reviews and then ensures outcomes are presented to the Board for dissemination of key learning and review amongst all partner organisations. In 2017/18 this group commissioned 5 Safeguarding Adults Reviews which aim to improve the quality of lives of people with care and support needs in Devon.

Learning and Improvement

This group ensures that all organisations are completing safeguarding training and that this is being used to improve how to safeguard people. In 2017/18 the group played a significant role in recommissioning the safeguarding training that the Board delivers to partner organisations and care providers.

Operational Delivery

This Group, launched in September 2016, reports directly to the Board. Key pieces of work for the Board are developed and delivered through task and finish groups. In 2017/18 the group developed a DSAB Multi-Agency Procedures and Guidance document and a Multi-Agency Performance Data report to provide assurance to the Board and has commenced work on detailed multi-agency audit of safeguarding practice.

Community Reference Group

This group was launched in September 2017 and is co-ordinated with Living Options and Chaired by Healthwatch Devon. The main role of this group is to enable the voice of citizens to be heard. The Board will use this group to promote strong communication with the public, improve community safety and making safeguarding personal. The group started by holding coffee mornings across the county.

The Board also delivered Themed Workshops during the year to promote learning across all organisations. Our strategic business plan was co-produced with all partners and 3 workshops were held; a Business Planning workshop to develop shared actions for the year, a Multi-Agency case audit workshop where Board partners could influence safeguarding practice improvements across each agency and a County lines event, led by Devon & Cornwall Police.

Business Plan

The Board's view is that with having few, but cogent, key priorities, it is able to have absolute clarity across all partner organisations to make a difference across the County.

1. Ensuring that people in Devon feel safer
2. Protecting people from harm by proactively identifying people at risk, whilst promoting independence
3. Increase legal literacy of practitioners in respect of the MCA.

Partner key achievements

2017–2018

Devon & Cornwall Police

1. Delivery of training packages for all frontline staff to help them identify vulnerability and complete ViSTS (Vulnerable Individuals Screening Tool) more effectively has been undertaken. This is soon to be augmented by the partnership development of a vulnerability toolkit overseen in the Safer Devon Partnership, which offers the opportunity to bring the statutory safeguarding partnerships closer together.
2. "A "County Lines" Sub Group has been set under the Community Safety Partnership and this works in partnership with the DSAB, bringing together a broad range of partners.
3. Making the link between Making Safeguarding Personal and the Health and Wellbeing of frontline staff, particularly during these periods of high demand and scrutiny, and low levels of resourcing.

Devon County Council Adult Social Care

- 1) Improving safeguarding practice:
Systematic review of safeguarding practice is identifying areas for improvement. DCC is ensuring that this learning is understood and implemented by teams. Examples of excellent practice are regularly shared through leadership forums.
2. “Whole Service” Safeguarding improvements have been made. This means that when a number of safeguarding concerns relating to specific health and social care providers are received, partners across health and social care and the CQC work together, with providers, to reduce risk and support providers to improve quality of care and safe services. Feedback from providers indicates that the whole service safeguarding process is transparent, proportionate, and enables them to engage fully in joint work to ensure the best outcomes for people who use services.
3. Training: We have supported the Board in putting in place a leading Section 42 enquiry training day for all team managers across all organisations. This ensures that the key messages of Safeguarding are fully embedded to support the driving up of quality and performance of the Section 42 safeguarding enquiries being carried out across all organisations.

Healthwatch Devon

1. Identified an on-line training package for the Healthwatch Devon team.
2. Peer to peer training so new members of staff are able to subjectively examine cases in conjunction with more experienced members of staff and highlight the cases on the host database as required.
3. Ensuring that new members of staff are clear on the escalation process of safeguarding issues once identified.

Dorset, Devon and Cornwall Community Rehabilitation Company

1. Delivered an adult safeguarding e learning package across the organisation.
2. Appointed a lead manager for adult safeguarding.
3. Identified an adult safeguarding champion in each team.

National Probation Service

1. Established regular Multi-agency public protection arrangements (MAPPA) meetings to focus on safeguarding issues.
2. Staff have engaged in training on Adult Safeguarding.
3. Staff have been involved in a range of multi agency meetings to work collaboratively where there are concerns about adult safeguarding.

HMP Exeter

1. HMP Exeter was subject to an unannounced inspection in May 2018. In the Inspectorate’s draft report it is noted that HMP Exeter had self-inflicted deaths and has sought to implement most of the subsequent recommendations made by the Prison and Probation Ombudsman.
2. Partnership working between the prison and social care providers was said to be good in the Inspectorate draft report. Social care provision is well advertised in the prison with an open referral system which helps identify prisoners’ individual needs promptly.
3. A dedicated social care wing in the prison was said by the Inspectorate to be staffed by skilled, dedicated and compassionate staff who ensured that prisoners with social care needs had all their daily needs met in a therapeutic environment.

Partner key achievements 2017–2018

Public Health Devon

1. Safer Devon Partnership: Strategic focus on vulnerability and safety as part of new plan.
2. Collaborative work between the Domestic Homicide Review panel and Safeguarding Adults Reviews.
3. Domestic and Sexual Violence and Abuse Strategy focus on perpetrators.

Northern, Eastern and Western (NEW) Devon and South Devon & Torbay Clinical Commissioning Groups

1. Both CCG Safeguarding Teams have continued to develop into one integrated Safeguarding Team, ensuring the statutory functions are met across Devon, Plymouth and Torbay.
2. The Designated Safeguarding Nurses have continued to develop closer working relationships with commissioned providers, fostering healthy relationships with an appropriate level of challenge and support. This has assisted in securing timely resolution for Section 42 enquiries caused out to NHS providers.
3. The Designated Safeguarding Nurses have also continued to support the key functions of the Safeguarding Adult Board by chairing the Learning and Improving Sub Group (L&I) and a Safeguarding Adult Review case.

RD&E

1. There has been an increase in Domestic Abuse training across the Trust, particularly for community staff who had been transferred from NDHCT and had not had this training before.
2. Safeguarding Adult Policy was updated in 2017 and has been in use across the Trust. This Policy includes making referrals on DSAB Safeguarding Referral Form. This has resulted in better quality safeguarding referrals to DCC and backs up the safeguarding training by requiring responses about Making Safeguarding Personal, consent, capacity and type of abuse. Compliance with Care Act has improved as a result.
3. Mental Capacity and Deprivation of Liberty Safeguards leaflet developed and in use. Given to families/friends and patients who need more help to understand this area of care. The leaflet also helps more junior members of staff to understand MCA and DoLS too.

University Hospitals Plymouth NHS Trust

1. Established a safeguarding adults and children's team, ensuring safeguarding is a focus for the organisation as a whole.
2. Ensured a greater level of co-operation and participation in Safeguarding Adults strategic groups including at board level.
3. Continued investment in safeguarding within the organisation.

South Western Ambulance Service NHS Foundation Trust

1. At the end of Q4 the Trust had achieved 97% compliance for level 1 safeguarding training and 95% for level 2.
2. The administrators in the Safeguarding Service noticed a pattern of safeguarding referrals from ambulance staff raising concern about incidents where staff in nursing homes had failed to recognise or react to patients with symptoms of strokes. An audit was undertaken and the results were escalated to the Commissioner's Support Unit (CSU).

Partner key achievements 2017–2018

Torbay and South Devon NHS Foundation Trust

1. Measured Domestic Abuse Strategy against NICE guidance and approved reviewed policy on Domestic Abuse.
2. Hosted 3 Safeguarding Adult Forums on learning from Safeguarding Adult Reviews; Prevent and Coercion & Control.
3. Reviewed safeguarding adult training to align with national guidance as well as update / incorporate 'Prevent' and Modern Slavery into mandatory training framework for all staff.

Devon Partnership NHS Trust

1. Over 850 clinicians have attended their L3 Safeguarding Adults training during this financial year; ensuring that Safeguarding Adults is perceived as core business for all clinical staff. Training compliance at all levels and in all related topics (such as Mental Capacity Act, 2005) has significantly improved.
2. Safeguarding Adults concerns are now reported through the Trust Risk Management System which automatically populates a Safeguarding Adult Concern form.
3. There is evidence of clinicians working proactively with colleagues both within and across organisations to manage complex situations; this has been evidenced through thematic reviews.

Northern Devon Healthcare NHS Trust

1. Level three Safeguarding training achieved at 76%, a rise of 40% in 12 months.
2. Safeguarding Alerts reporting from North Devon District Hospital are at an all-time high which shows staff are aware of correct process for reporting concerns.
3. First 'Prevent' and modern slavery referrals made by North Devon Healthcare Trust, showing awareness of new and emergent issues.

Devon Safeguarding Adults Board

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