

Safeguarding Adults in Wirral

Executive Summary

In February 2009 a review of Wirral Safeguarding Adults process began. This report provides feedback on the progress of the review. Wirral Safeguarding Adults Partnership Board is overseeing the review. This area of work is externally monitored by the Care Quality Commission (CQC) and is also reflected in Wirral's Comprehensive Area Assessment.

The aim of the review is to ensure that the current Safeguarding process is operating in such a way that it is fully addressing the issues of protecting vulnerable people in Wirral and within the remit of all national and local directives and guidance.

This report also provides information on a forthcoming Care Quality Commission inspection to be undertaken in May 2010 on Wirral Adult Safeguarding and Adults with Learning Disability services.

This item falls within the Social Care and Inclusion portfolio.

1 Introduction

- 1.1 This report is to update members on progress of the review of Adult Safeguarding in Wirral and to provide information on the forthcoming Care Quality Commission on Safeguarding Adults and Adults with Learning Disability services in Wirral.

Policy Context

- 1.2 With the Transforming Adult Social Care agenda the review of Safeguarding was timely in ensuring that processes and approaches to work are adapted and to ensure that people are involved and in control of their lives. This change has already begun. A key principle is to keep people as independent as possible. The move towards a fully personalised approach will represent a real shift of culture and approach. However, it opens up real opportunities for positive change. The review of Safeguarding is assisting in setting the scene for the changes that are needed to realise the benefits of personalisation.
- 1.3 The review also considered the review of the Department of Health 'No Secrets' guidance on developing and implementing multi-agency policy and procedures to protect vulnerable adults from abuse" (DoH, 2000). In addition the review took on board the learning from the Association of Directors of Adult Social Services publication 'Safeguarding Adults. A

National Framework of Standards for good practice and outcomes in adult protection work. The term Protection of Vulnerable Adults has been replaced with the term Safeguarding Adults. The use of the term 'safeguarding' has been adopted nationally and is aimed at putting Safeguarding Adults into the same broader context as Safeguarding Children.

- 1.4 There were a number of key messages from the consultation of 'No Secrets' which have been further reiterated by the Department of Health Ministerial Statement issued in January 2010 which highlighted a number of conclusions. These include:
 - Government to introduce new legislation to strengthen the local governance of safeguarding by putting Local Safeguarding Adult Partnership Boards on a statutory footing. To reflect this strengthening of local governance it is suggested that Wirral's Safeguarding Adults Partnership Board will report to the Local Strategic Partnership and Board membership is at a strategic level
 - Updating of 'No Secrets' guidance focussing on 'Safeguarding Adults' being everybody's business. This shift of emphasis is reflected in the terms of reference and wider membership of a revised Safeguarding Adults Partnership Board and fits with the personalisation agenda
 - The voice of vulnerable people being heard much more than it currently is both in developing safeguarding policy and practice and in situations where people are victims of harm. This is reflected in the terms of reference, membership and revised practice documentation on safeguarding adults
- 1.5 Wirral carried out a whole system review of safeguarding during February and March 2009 and an improvement plan put in place to reflect the changing landscape of adult safeguarding.
- 1.6 During a routine Annual Performance Assessment the Care Quality Commission raised some concerns about Adult Safeguarding which the Department of Adult Social Services accepted and had already identified and responded to as part of the review. Three main areas of concern were:
 - Increased number of referrals combined with a dip in the number of referrals closed in 2008/09
 - Levels of staff and member training
 - Data quality
- 1.7 Although these concerns were raised the Care Quality Commission's view was that the department was still performing adequately in this area. However, as part of the Comprehensive Area Assessment the Audit Commission's view was that "there are concerns about the safeguarding arrangements for vulnerable adults and its ability to address these concerns" and a red flag was awarded.
- 1.8 In February 2010 the Department undertook a second review of Adult Safeguarding to check that the improvement plan was delivering the changes needed. The methodology used was that used by the IDeA and

the initial results confirm that actions have been undertaken and have delivered real improvements in the system and a few new areas for development, which will yet again strengthen the new personalised working arrangements. This review was undertaken by people working in the Department of Adult Social Services and a person from Cheshire and Wirral Partnership Trust.

2 Progress on review

2.1 A detailed project plan was developed to ensure the improvement plan was delivered to timescales and below are key highlights from the plan: -

Multi agency approach / partnership working

2.2 The terms of reference, membership and constitution of Wirral Safeguarding Adult Partnership Board has been subject to a review. This review has been done in consultation with existing board members with a clear recognition by all partners that the terms of reference need to be updated to reflect new policy agenda. There was also recognition that the membership of a revised board needs to be at a strategic level across a wider range of organisations to reflect the shift away from 'adult protection' towards 'safeguarding adults' being everybody's business. The main changes to the Board are that:-

- membership will be at a strategic level (senior staff)
- broader representation including community safety, LINKs, Merseyside
- Fire and Rescue, Ambulance Service etc
- an independent chair
- reporting to the Local Strategic Partnership

2.3 A multi agency approach is used to ensure there is a holistic Safeguarding effect with partnership agencies sharing information to best address safety issues at an operational level. Partnership agencies include, NHS Wirral, Wirral University Teaching Hospital, Merseyside Police, Housing, Probation, Department of Adult Social Services and Children and Young People's Department. A draft strategy for safeguarding adults has been developed and will be presented to the Local Strategic Partnership on 31st March 2010.

Project management

2.4 The project plan for safeguarding is being overseen by Wirral Safeguarding Adults Partnership Board which meets quarterly. A project group was formed which established representatives from appropriate agencies and a member of the Older People's Parliament to progress the work on the project plan, this group meets on a monthly basis. Leads and timescales are clearly identified in the project plan. Any changes that do require interagency approval have been agreed by the Safeguarding Adults Partnership Board.

Performance Management

- 2.5 A group was set up to deal with issues relating to performance information. The role of this group is to be responsible for the dissemination of information back into operational teams, developing clear business processes and producing accurate timely information on adult safeguarding. This group has also been involved in overseeing the production of new information which is required from October 2009 which will record safeguarding alerts and referrals, completed referrals, case conclusion and recording outcomes for the victim and alleged perpetrator. Weekly reports are sent to operational teams in the Department of Adult Social Services, 2 weekly reporting through to the Department of Adult Social Services Strategic Leadership Team and quarterly performance reporting to the Safeguarding Adults Partnership Board. Attached at the appendix is the Safeguarding Adult Partnership Board Performance Report April to December 2009.

Capacity

- 2.6 The review of Safeguarding was undertaken by the Department of Adult Social Services Reform Unit and the improvement plan commenced in June 2009. In addition the overall responsibility for the safeguarding adults unit was moved to the Reform Unit Manager in February 2009.

Revised processes

- 2.7 A new set of safeguarding adult referral pathways and processes agency approach / partnership working has been produced and launched. These revised processes will see an end of strategy meetings and the focus more on strategy discussions and case conferences with the person who uses services at the centre of the concern.

Strategy meetings

- 2.8 Since the launch of the project there have been fewer strategy meetings and more strategy discussions taking place at a much earlier point following the initial concern being raised. A review has been undertaken on the standard format of information gathered at the strategy meetings and as a result this has improved methods of gathering information more appropriately to reflect the outcomes reached. Between January-March 2009 there were 98 strategy meetings. This has reduced to 49 between October-December 2009.

Communication

- 2.9 There have been regular discussions taking place with team managers to ensure that the profile of safeguarding is raised. Staff from the Safeguarding Adults Unit have visited team managers meetings on a regular basis and a recent analysis of training requirements has been completed. An additional training programme is now being developed to deliver key training for all team managers. Public information has been updated on the Council's website and a leaflet redesigned and is being redistributed. In addition a feature article has been published in the department's staff electronic newsletter 'Focus'.

Contractual role

- 2.10 Evidence from the review revealed that over 50% of referrals coming into the Safeguarding Adults unit related to a contractual issue and were being dealt with by staff within Access and Assessment branch. From 7 October an investment was made for a member of Contracts Team to take on this role on a full time basis. The role related specifically to provider issues from residential, nursing or a domiciliary provider. This has resulted in a more timely response and inappropriate strategy meetings were avoided.

Training

- 2.11 Safeguarding adults training has been updated to reflect changes in processes and working practices. A scoping across all agencies took place to see what training resources were available across the economy and the information gathered is being used to develop a multi agency training plan. A standard booklet and DVD has been developed based on that produced by Wirral University Teaching Hospital which will be used for training on safeguarding basic awareness, this will be available in by March 2010.
- 2.12 A training needs analysis has been undertaken in the Access and Assessment branch to identify the training needs of Team Managers. A plan of action is currently being drawn up to address these training needs. Safeguarding Adults is also a core component of the newly created 'Personalised Practitioner' course that the Department of Adult Social Services and NHS Wirral are co-designing with the Open University.
- 2.13 Following an initial briefing with elected members training / awareness to highlight the issues of Safeguarding is due to be delivered to Elected Members on 20 April 2010, 15 June 2010 and 15 September 2010. This will raise the profile and assist Elected Members to identify what actions need to take place should they be made aware of situations that appear to be placing vulnerable people at risk of abuse or neglect. All members of this Committee should make attendance a priority.

3 Work in progress

- 3.1 The project will formally come to an end at the end of March 2010 however there will clearly be improvements that will need to continue and some areas identified are as follows:-
- Training will continue to be updated and delivered
 - The Safeguarding Adults Unit will assume a quality assurance role once the new procedures embed. Guidance around what this will cover has been drawn up. Initially this role will be intensive to ensure that recording, reporting and actions are taken appropriately. It is estimated that close monitoring will take place for the first 6 weeks following the implementation of the new process
 - Work is needed on Deprivation of Liberty / Mental Capacity Act to ensure that all of the standards set out within the Mental Capacity Act (MCA) action plan are up to date

- The future structure and roles and responsibilities of the Department of Adult Social Services Safeguarding Adults Unit needs to be reconsidered

4 Care Quality Commission Inspection

4.1 The Care Quality Commission undertake a National programme of Inspections of Adult Social Care. The objective of this service inspection is to evaluate Wirral's performance in delivering social care outcomes for its communities. The inspection will focus on experiences of people who need social care services and with leadership and commissioning for delivery of those outcomes. The key areas for inspection are:-

- Safeguarding Adults
- Making a Positive Contribution for Adults with a Learning Disability
- Increase Choice and Control for Adults with a Learning Disability

4.2 A project group has been set up to oversee the preparation work needed for the inspection. Wirral Liaison Officer is Paula Neate, Reform Unit Manager, supported by Nicki Hancocks, Reform Unit Admin Co-ordinator. Lead Care Quality Commission Inspector is Sue Talbot, supported by Laura Middleton, Paul Stacey and Amanda Platt (expert by experience).

4.3 Key dates for members to note are as follows:-

- Initial Set up meeting - 22 February 2010
- Self Assessment - 6 April 2010
- Preparation for Initial Council Assessment - 20 April 2010
- Fieldwork is six days between 11-13 and 18-20 May 2010

4.4 The inspectors will wish to meet with a key elected member at the initial Council assessment meeting on 20 April 2010. This is likely to be the Cabinet Lead (Social Care and Inclusion).

5 Financial Implications

None arising from this report.

6 Staffing Implications

None arising from this report. However, additional capacity has been added to ensure the review and improvement plan has been successful.

7 Equal Opportunities Implications/Health Impact Assessment

None arising from this report. However an equality impact assessment has been undertaken on the review project.

8 Community Safety Implications

None arising from this report.

9 Local Agenda 21 Implications

There are no local agenda 21 implications.

10 Planning Implications

There are no planning implications.

11 Anti Poverty Implications

There are no anti poverty implications.

12 Social Inclusion Implications

There are no social inclusion implications.

13 Local Member Support Implications

Members are asked to consider attending the Safeguarding Adults elected member training.

14 Health Implications

There are no health implications.

15 Background Papers

Safeguarding Adult Partnership Board, 15 February 2010, *Terms of Reference and Constitution*, Wirral Borough Council, 2010

Safeguarding Adults Partnership Board, 15 February 2010, *Review of Adult Safeguarding Progress Report*, Wirral Borough Council, 2010

Safeguarding Adults Partnership Board, 15 February 2010, *Performance Report*, Wirral Borough Council, 2010

16 Recommendations

That;

- 1) Members note and comment on progress to date.
- 2) Members confirm their attendance on the training programme.

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