

**Safeguarding Adults Partnership Board
Quarterly Performance Report
October-December 2009**

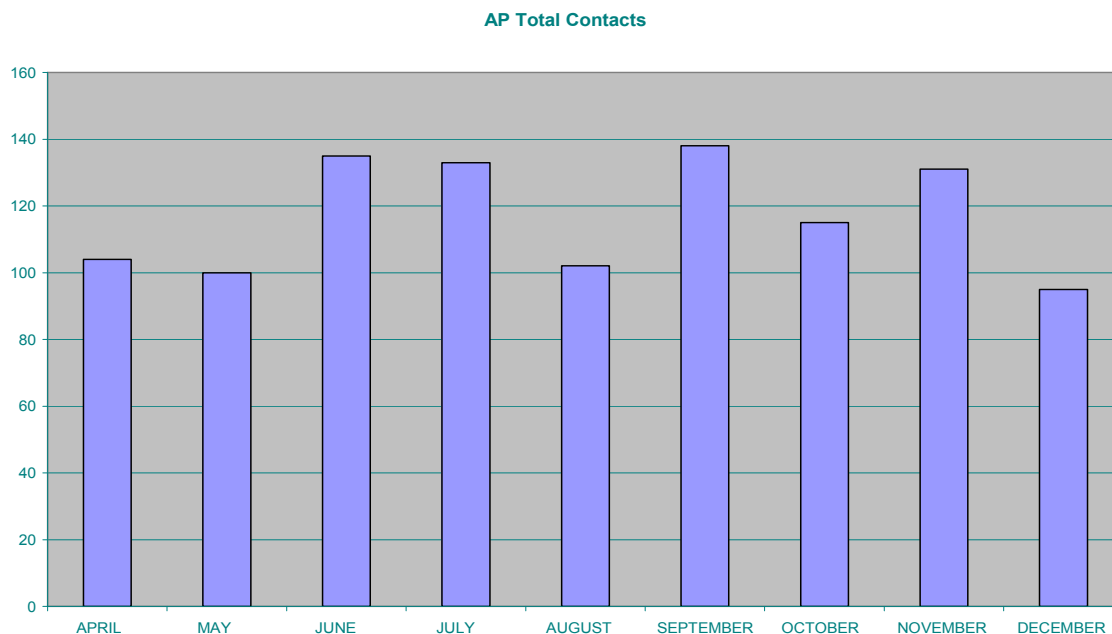


Introduction

This report contains the cumulative safeguarding Adults information for the period of April 2009 to December 2009.

1. Safeguarding referrals

1.1 Total numbers of referrals show per month



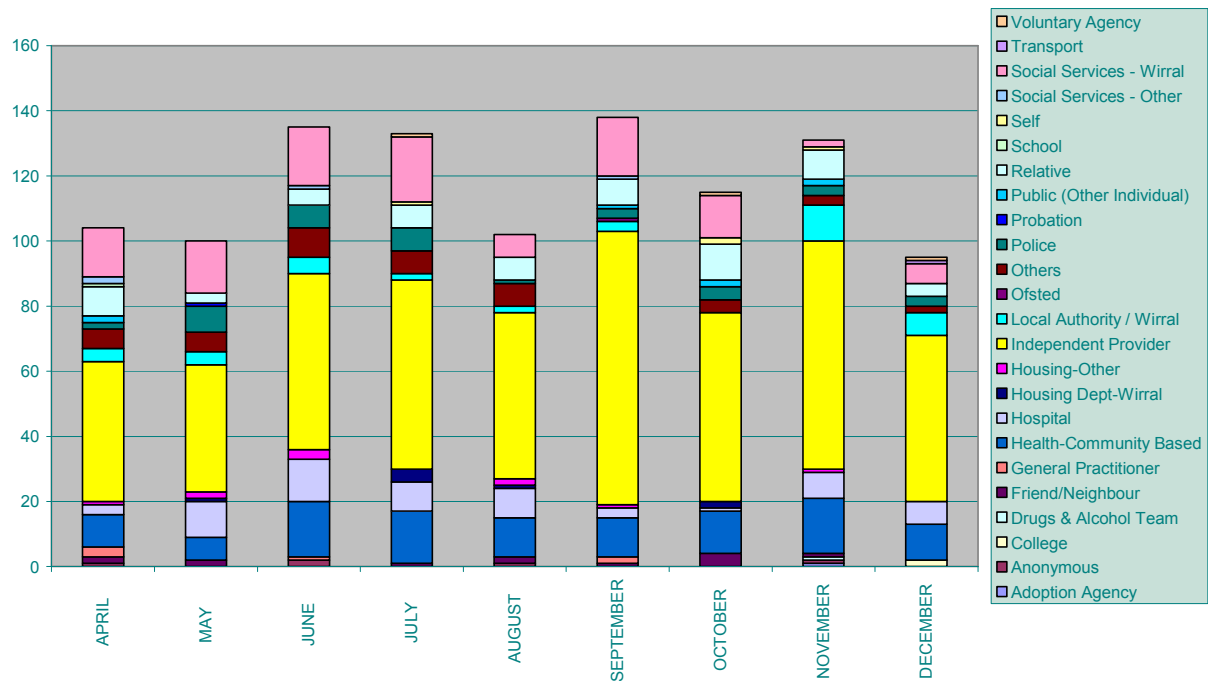
1.2 It can be seen that the total number of referrals received in the period April to December 2009 is 1053. The current systems on Wirral record all contacts through the Central Duty Advise Team that raise any concerns regarding a resident on Wirral who is deemed to be a vulnerable adult as a referral. Not all these referrals may need to be progressed through the Safeguarding processes to be addressed and may be better progressed through other routes such as Domestic Violence MARAC, Hate Crime MARAC, Contracts compliance or by a Community Care assessment resulting in a package of care. It is felt that the new systems to be initiated later this month on the Wirral will be able to give clearer representation of this information.

2. Organisations reporting abuse

2.1 It can be identified from the graph below that the largest source of Safeguarding referrals on the Wirral are the Independent Care Providers. In 48% of Safeguarding referrals it has been the Independent Care providers who have informed the Department of Adult Social Services of a concern. The group that make up the independent providers are the Residential care providers, the Nursing Home care providers, Domiciliary Care providers and those providing Supported living.

2.2 Safeguarding Referrals by Source type per month.

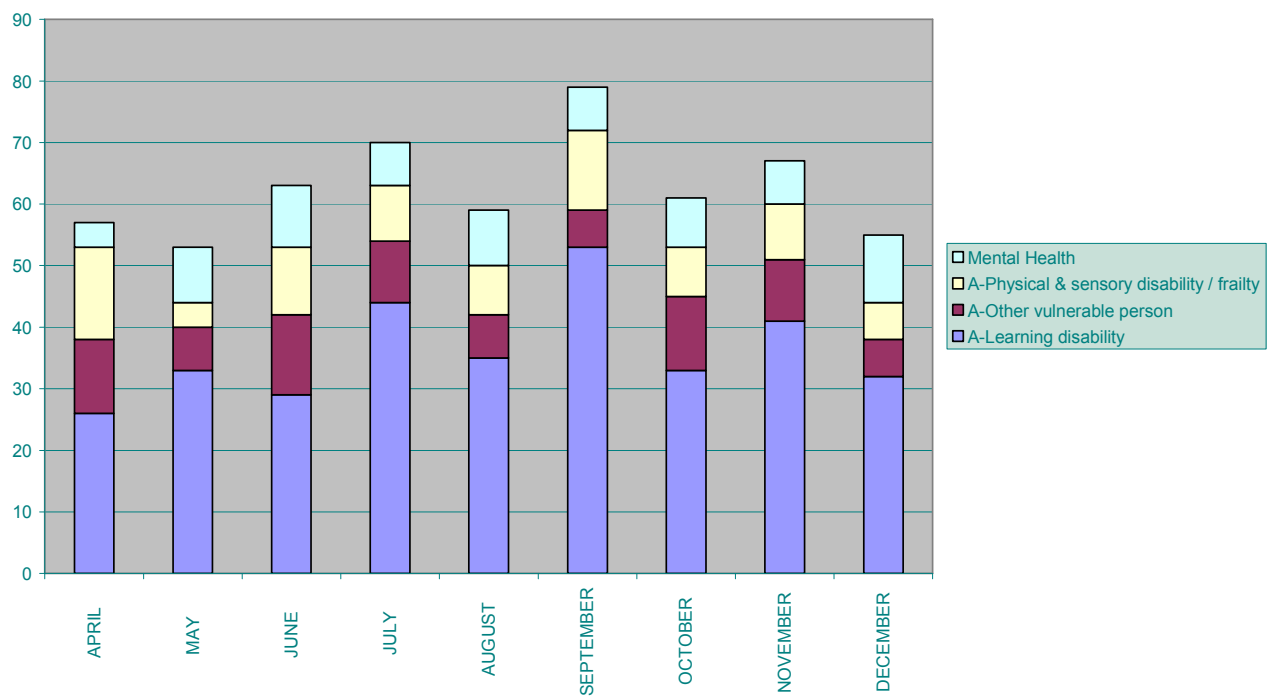
Safeguarding Referrals by Source Type



3. Service user group.

3.1. Adult Protection Contacts by Client Category 18-64

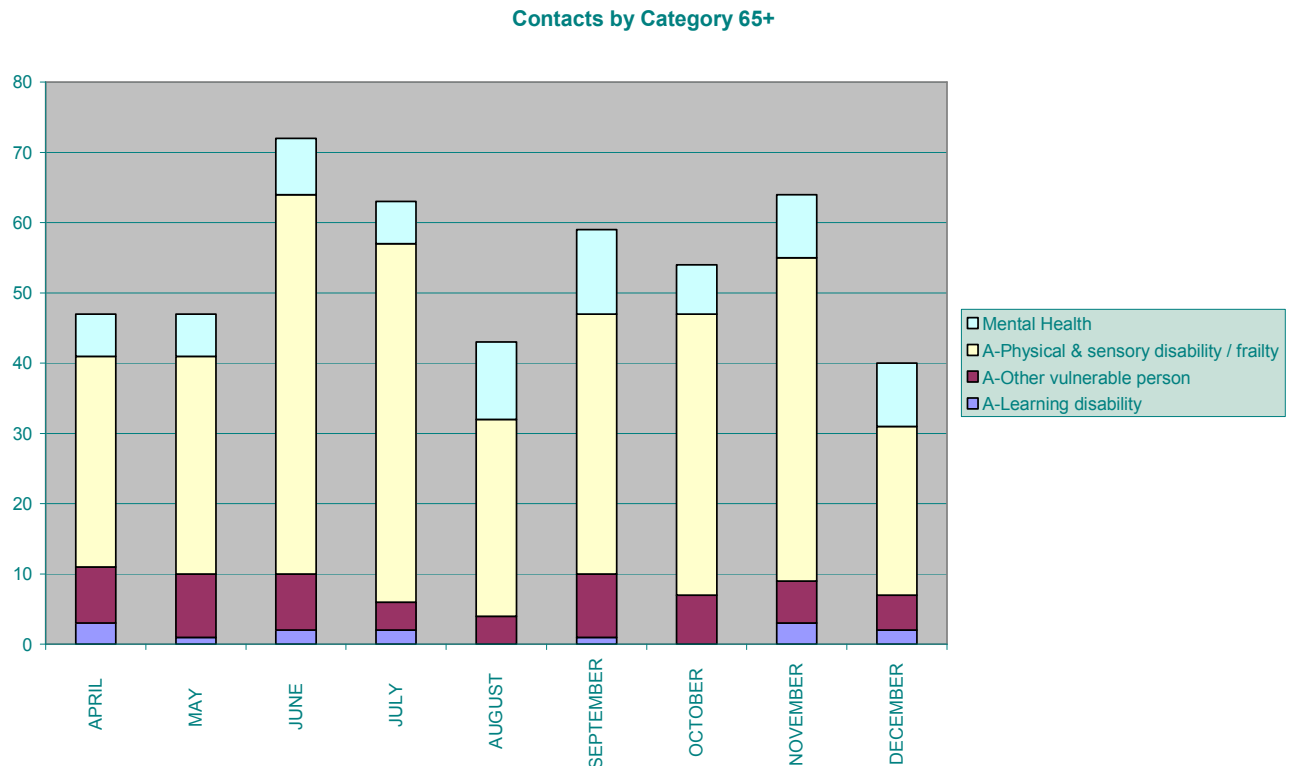
Contacts by client category 18-64



3.2 The age range of over 18 years of age and under 65 years of age accounts for 52% of the total number of Safeguarding referrals received on the Wirral. The client category that receives the greatest number of Safeguarding referrals for this age

range is that of Learning disabilities. 58% of Safeguarding referrals in the over 18 and under 65 age range relate to people with a learning difficulty.

3.3 Adult Protection Contacts by Client Category 65+



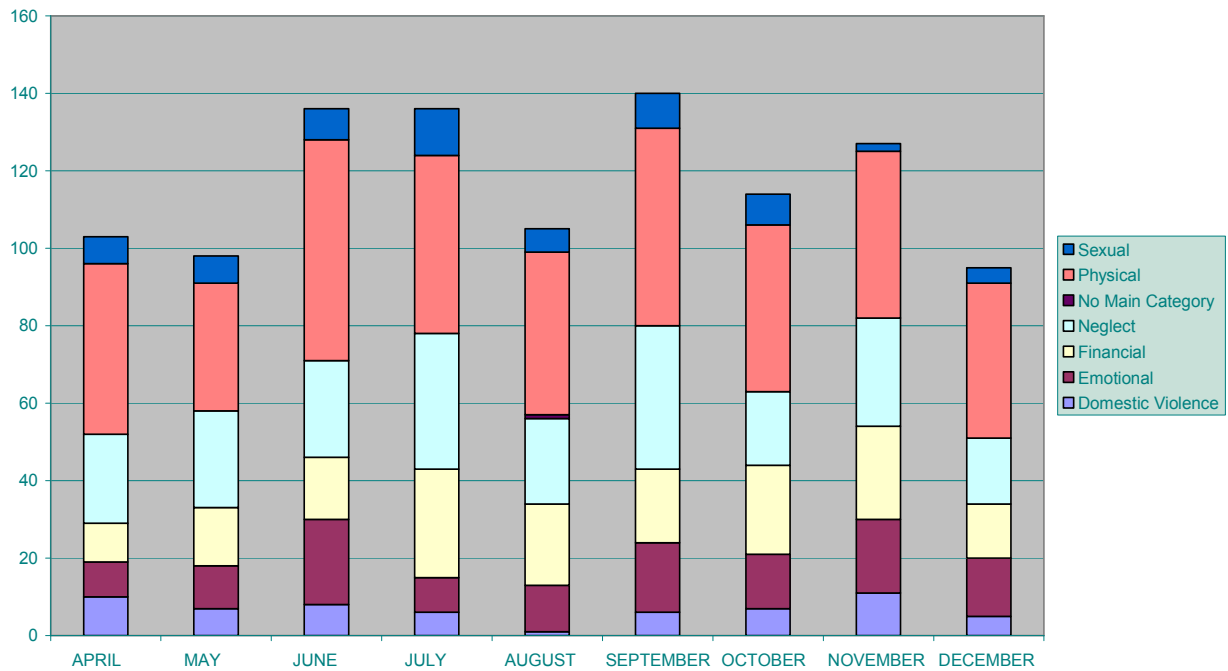
3.4 The age range of over 65 years of age accounts for 46 % of the total number of safeguarding referrals received on the Wirral. Within this age range it can be shown that 70% of this age range can be categorised as being for people who are over 65 and who have a Physical and sensory disability or are frail. Those people who are over the age of 65 and have no mental capacity through dementia are generally recorded as having a mental health illness and are representative of 15% of the over 65 year olds who have had a safeguarding concern raised in relation to them.

4 Type of Abuse

4.2 The graph below shows that the main recorded type of abuse of Vulnerable Adults is that of Physical Abuse. 35% of the total number of safeguarding referrals relate to concerns about Physical abuse. 21% of the total Safeguarding referrals received relate to concerns about neglect of a Vulnerable adult with 16% of referrals showing as concerns about the financial abuses of Vulnerable adults. Domestic Violence and Sexual abuse are both recorded as 6% of the total number of concerns.

4.3 Graph to Show the recorded types of abuse

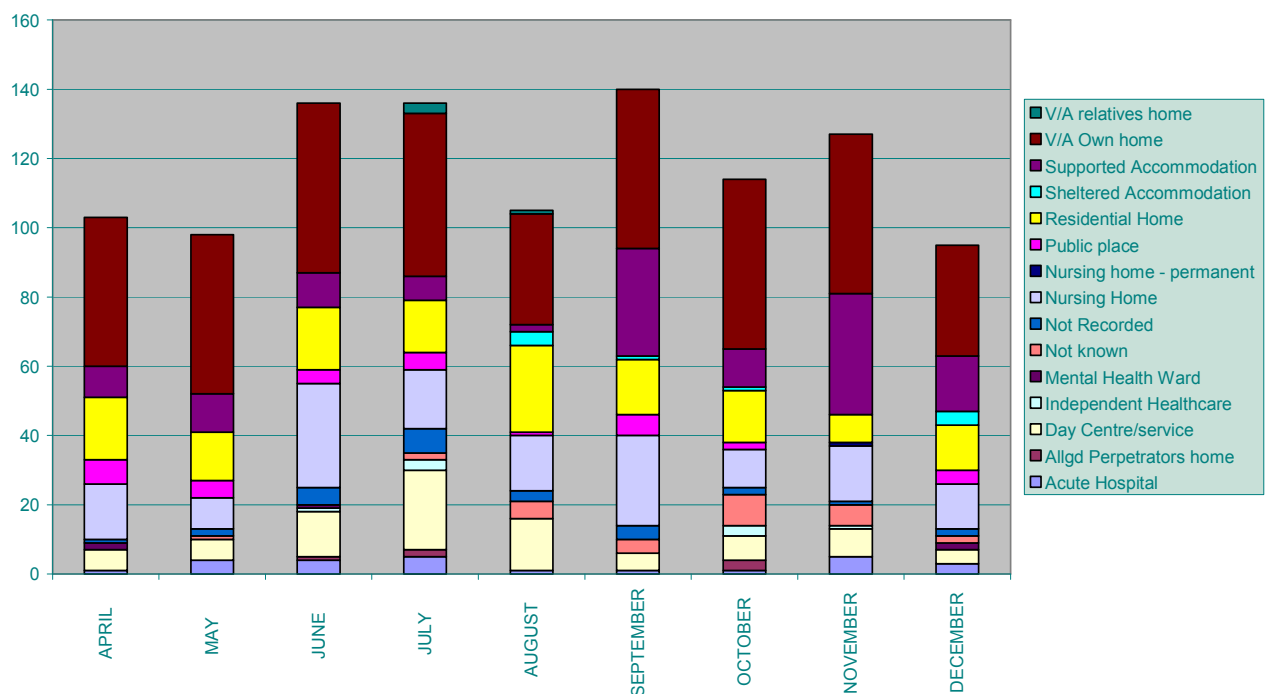
Type of Abuse



5 Location of abuse.

5.1 Graph to show the recorded location of abuse

Location of abuse

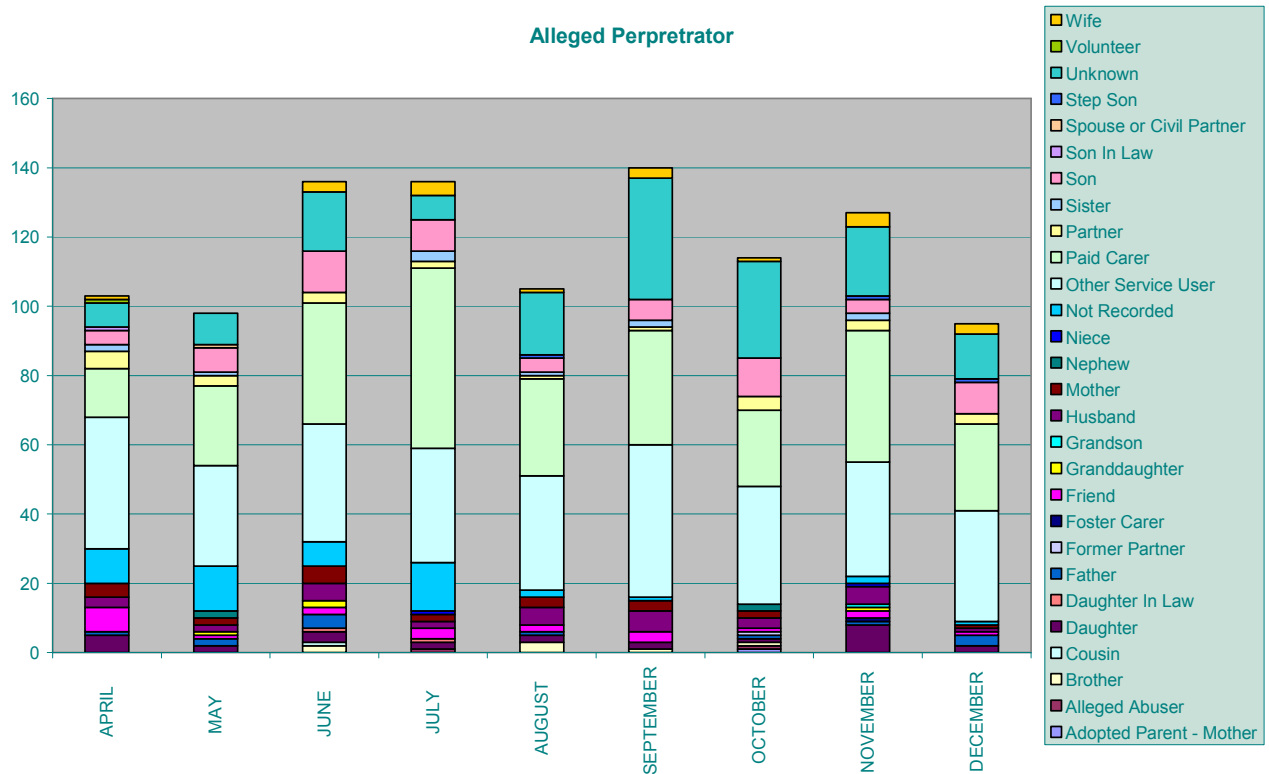


5.1 It is recorded that abuse occurs most frequently in the persons own home. If we then add the figures of Supported accommodating which is in effect the Vulnerable adults own home it can be seen that collectively these two locations account for 50%

of Safeguarding referrals. If we add together those referrals that are recorded as occurring in Residential care or Nursing care it can be seen that these two categories account for 28% of Safeguarding referrals.

6. Alleged Perpetrators of Abuse.

6.1 Graph to show the Alleged Perpetrators of Abuse



6.2 The 3 largest identified groups of alleged perpetrators of abuse are, family members, paid carers and other people who use services.

7 Partnership developments

7.1 DASS training

7.1.1 Department of Adult Social Services: Safeguarding Training: 11 basic awareness courses have been delivered since the last report running from 1 October 09 – 31 December 09 with a total of 97 staff attending from the Department of Adult Social Services. Attendance and feedback continue to be good with the courses filling up quickly. See 8.4 below. The cumulative total from April 09 for attendance on the basic safeguarding course is 260 DASS staff.

7.1.2 The Department has trained 114 staff from other agencies and other council departments, including the Independent and Voluntary Sector, Health and Children's and Young Peoples Department within the same time frame. The cumulative total from April 09 is 287 staff.

7.1.3 Safeguarding Process Training: 4 courses have been delivered in the 3 months since the last report in the time frame 1 October 09 – 31 December 09. 22 staff from the Department of Social Services and 27 staff from the Independent and Voluntary Sector have attended the training. The cumulative total from April 09 is 96 staff from the Department of Adult Social Services and 45 from the Independent and Voluntary Sector.

7.1.4 Basic awareness courses to be delivered from January 10 – March 10 have been advertised and process Training to be delivered from February 10 – June 10 have been advertised both internally within Adult Social Services and to the Independent sector. Basic Awareness has only been advertised until March as Staff Development is in the process of putting together an electronic booklet and CD Rom to support the delivery of the course. Staff will be able to follow the guidance within the booklet and CD Rom rather than attend the training. The booklet which has been adapted from the NHS version has been amended and will be sent to managers for feedback before being sent to graphics. The courses advertised to date are well subscribed however it is mostly staff from the Independent and Voluntary sector who have applied to attend.

Following the Safeguarding re-launch on the 31 January 10, Staff Development is in the process of re-designing the process training as well as designing courses to meet the needs of staff groups following a training needs analysis that took place in December 09. Applications received for process training for courses running from February 10 have mainly been from the Independent and Voluntary Sector. The department is to address this by contacting all Principle and Service Managers to advise of the need for staff to attend process training.

7.2 Merseyside Police

The Family Crime Investigation Unit is based at Bebington Police Station. The FCIU consist of one Detective Inspector with overall charge of the four separate Policing disciplines, Child Protection, Domestic Violence, Hate crime and finally, the Vulnerable Adults Unit.

Historically the Vulnerable Adults Unit have, largely, performed an administrative role and attended Strategy meetings and then distributed the information to other Officers who had taken charge of the criminal case. It was decided recently that the VAU should be staffed by fully trained investigators who would take ownership of any particular case and investigate the matter to a natural conclusion. In essence there would be a single point of contact for a majority VA investigations.

At this moment in time the VAU comprises of one Sergeant and two Detectives. The Unit receive approximately 20/30 referrals a month which are assessed and the appropriate actions taken to ensure the safety of that person and prosecute if necessary. More recently, the Police are working closely with DASS and fully support the efforts to streamline our joint protocols to ensure our efforts are concentrated in the correct places.

Completed by Detective Sergeant Stephen Parkinson FCIU

Wirral University Teaching Hospital Quarterly Report**October 2009 – Feb 2010**

Wirral University Teaching Hospital NHS Foundation Trust (WUTH) continues to be a committed and involved partner in the Safeguarding Vulnerable Adult review.

We have finally put the last personnel in place and are now a fully integrated Safeguarding Team consisting of :-

Safeguarding Adults / MCA / DoLs	2 WTE
Safeguarding Midwife for the unborn child	1 WTE
Safeguarding Children Named Nurse	1 WTE
Domestic Violence Specialist Practitioners	2 WTE
Control and Restraint Specialist Practitioner	1 WTE
Perinatal Mental Health Midwife	1 WTE
General Advocate (managed by Advocacy in Wirral)	1 WTE
Admin	1 WTE
PA to team manager	1 WTE
Team Manager	1 WTE

and have at long last completed the final part of the jigsaw and moved into our purpose built accommodation in January.

DASS has been very helpful in giving our team access to the SWIFT data base and this has made a vast difference to our process.

This team has total responsibility for Safeguarding, Mental Capacity Act and DoLs, all associated policies of Consent, Do Not Resuscitate, Withholding and Withdrawing of Treatment and Advance Decisions.

At present this is a five day week team but we are planning to develop into a 24 hour / 7 day on call service.

National Health Service Litigation Assessment (NHSLA)

WUTH had its NHSLA inspection and achieved L2. As part of the assessment the assessors requested to review six adult protection files, these were picked at random. The assessor scored us top marks and quoted *“the audit trail is robust and the best they had come across”*.

Referrals

The number of overall referrals continues to rise slightly on each quarter.

Since we placed the Elder Abuse posters (PEACE project) around the hospital we have seen a rise in the care and dignity area of referrals.

Self neglect referrals continue to cause us concern, as it is an unrecognised form of abuse but leaves our patients extremely vulnerable. It is our intention to raise this ongoing problem to the Safeguarding Sub Group.

WUTH continues to filter its referrals, ensuring those we can deal with “in house” are dealt with, this stops CADT being flooded with inappropriate referrals and provides a quick and appropriate response for the patient and carer. We are pleased the negotiated process has identified this as good practice.

There is a move from the DoH to increase the profile of “neglect” within acute hospitals as “safeguarding” and WUTH has supported this.

Mental Capacity Act (MCA)

WUTH has opened up its training on the MCA to DASS and had a significant uptake with very positive feedback., however the uptake of this invitation has now waned off. There is an identified problem within WUTH of Social Workers not undertaking MCA and best interest decisions.

There is an identified problem around admission to hospital of vulnerable adults with learning difficulties / challenging behaviour in regard to issues around capacity to consent to treatment. We have a working group, in partnership with the PCT, to establish an admissions pathway to improve the care and legality of treating this client group.

Deprivation of Liberty Safeguard (DoLs)

WUTH has an established risk assessment now in place for patients who may be deprived of their liberty; this risk assessment is used by all grades of staff and is based on a RAG (red, amber, green) system of scoring. It is widely used. The risk assessment has been shared with other Trusts and is now used in the Manchester and Carlisle Hospitals.

In the last quarter five patients have had Deprivation of Liberty Safeguards in place for periods ranging from seven to fifty six days. WE are now up to our 16th DoLs.

If a patient subject to a DoLs and to be discharged into a care home then it is our practice to inform DASS Safeguarding Unit of the impending discharge as they are the supervisory body for the discharge destination.

All of our patients subject to DoLs are risk assessed and have a control and restraint care plan in place; this is completed by the Control and Restraint Specialist Nurse. WUTH is pleased to support DASS by offering the Best Interest assessments for clients within DASS managed homes.

Training

We have developed a level one teaching DVD and booklet combining Safeguarding Adults, Children, Domestic Violence and the Mental Capacity Act which has been praised by the NHS Confederation as “a *truly innovative and excellent tool*” and are

happy to share this with our partners to use if they wish. The NHSLA accepted this as training as evidence for level 1 training in all aspects covered by the booklet and DVD and consequently the mandatory training elements for safeguarding for approx 6000 staff were successfully met.

WUTH has shared this work with our partners in the PCT and DASS.

7.4 NHS Wirral

Statement for Department of Adult Social Services (DASS) Safeguarding Adults Partnership Board (SAPB) Quarterly Report (For the period 1st October 2009 – 31st December 2009)

Safeguarding Service Location

NHS Wirral Safeguarding Service is currently based at St Catherine's Hospital and will relocate to new premises February 2010 at Old Market House (Hamilton Street, Birkenhead). All staff with responsibility for safeguarding issues will remain as a team and will be based in the new location.

Referrals

NHS Wirral staff regularly raise queries with the Safeguarding Practitioner – Lead for Safeguarding Adults/Domestic Abuse (Safeguarding Adults Practitioner) regarding vulnerable adults. Not all queries result in a safeguarding referral, however, the fact that staff can notice a vulnerable person in need of services (not necessarily from a safeguarding perspective) means that when a safeguarding adults referral is made by a member of staff from NHS Wirral it should be an appropriate referral. This is a positive step and reflects the amount of training and awareness raising which is delivered to staff, both from a mandatory perspective and as a result of teams requesting attendance at team meetings to discuss issues relevant to their area of service delivery.

Training

Safeguarding Adults Training continues to have mandatory status within NHS Wirral. The Safeguarding Adults Practitioner provides training to all employed and contracted staff

NHS Wirral is in the final stages of undertaking a review of all safeguarding training (including child protection) with a view to providing a training package relevant to each area of service delivery which will be delivered in a training session which will last for a whole day and which will incorporate all aspects of safeguarding (safeguarding children, safeguarding adults, domestic abuse, MAPPA, Looked After Children) in order that staff can see the potential links to each area irrespective of the age group of their caseload. The review findings/outcome will be made available to Safeguarding Adults Board and Local Safeguarding Children's Board along with the proposed Safeguarding Training Strategy.

It is anticipated that Level 1 training will be given to staff via the teaching DVD and booklet developed by Wirral University Teaching Hospital which will be reviewed for NHS Wirral purposes and made available to all staff.

In addition, NHS Wirral will continue to work with DASS and other NHS and private organisations to explore the potential and effectiveness of multi-agency training events.

Supervision for NHS Safeguarding Practitioners

The reciprocal arrangement in place with Wirral University Teaching Hospital to ensure that Safeguarding Adults Practitioners/Leads receive appropriate supervision regarding

safeguarding adults/caseload is developing well. The arrangements for safeguarding adults supervision processes will be included in the NHS Wirral policy which is soon to be ratified regarding Safeguarding Supervision (this document includes supervision processes for all aspects of safeguarding).

Mental Capacity Act (MCA)/Deprivation of Liberty Safeguards (DOLS)

NHS Wirral meets its statutory obligation as “supervisory body” for DOLS and has approved all applications made to date and met national reporting requirements.

DASS Safeguarding Adults Review

NHS Wirral participates fully with the current DASS Safeguarding Adults Review. NHS Wirral representation at working groups/meetings is either the Safeguarding Adults Practitioner or the Head of Safeguarding Service.

From an operational perspective NHS Wirral can already identify positive changes made to DASS processes which make the referral process easier to track, this in turn makes it easier for NHS Wirral staff to monitor progress and outcomes and therefore makes the process ultimately safer for the vulnerable person who is perceived to be at risk by ensuring that agencies involved take prompt relevant action to remove or reduce the risk identified.

7.8 Cheshire and Wirral Partnership NHS trust

Statement for Wirral Safeguarding Adults Partnership Board
Quarterly Report September 2009 to December 2009

Cheshire & Wirral Partnership NHS Trust provides services for people with mental health needs related to Adult and Older People’s Mental Health, Learning Disabilities, Drug and Alcohol, and Child & Adolescent Mental Health Services. It also provides primary care for ‘Improved Access to Psychotherapy’ (IAPT Team). Some of the services such as adult & older people’s are jointly staffed by health and social care.

The Safeguarding lead nurse, safeguarding practitioner and two full time secretaries form the safeguarding team that service the Trust across Wirral and all of Cheshire with expanding services into Trafford and Warrington. We work with three Safeguarding Adults Boards and corresponding Children Boards. We provide safeguarding advice (Child and adult) to all services. We have recently reviewed our safeguarding structure.

Our services are split into division, e.g. Drug & alcohol division. Each one having its own dedicated safeguarding group that consider child and adult safeguarding.

Referrals

Policy states that all referrals are copied to the trust safeguarding office. We have never reliably been able to quantify these. A system of monthly reporting has now been developed and rolled out to all services for child and adult referrals. We welcome the move away from centralised strategy meetings to a system that gives ownership & responsibility to the teams /professionals that have regular contact with the vulnerable adult. It would also reduce the time dramatically for a strategy meeting/discussion to take place. Meetings are being set up with individual teams to meet with the Trust safeguarding lead and AP Co-ordinator and DASS safeguarding manager to take this forward.

Some teams do have access to Swift, to extend this to other key staff including safeguarding would be advantageous.

Training

Safeguarding adults training is classed as 'essential learning' and delivered through the virtual learning environment'. A new package is being purchased which will be available to staff beginning of November this year. The trust will also continue to support any Multi agency training initiatives.

In order for mental health teams to embrace the new changes within the Safeguarding process the Trust and the Safeguarding Board needs to focus on teams training needs.

Audit

The Trust through its audit department has developed an audit tool which has been piloted for all services. The results of which will be soon reported and shared with the Safeguarding board.

8 Safeguarding Adults Partnership Board

The Wirral Safeguarding Adults Partnership Board is currently being reviewed under the Safeguarding Adults Project Plan. The project work will look at reviewing all aspects of the Safeguarding Adults Partnership Board inclusive of

- **Purpose-** The aim of the Board is to ensure that vulnerable adults are safeguarded from abuse or threat of abuse by effective interagency working
- **Objectives and terms of reference-** The overall objectives of the Board are; to co-ordinate safeguarding and preventative work; to ensure the effectiveness of the work of each Board partner in relation to its safeguarding function; and to raise public awareness about safeguarding and responsibilities.
- **Membership-** The Board shall consist of consistent representatives from all Partnership agencies and organisations: Identifying the person specification for agency representatives attending the Board
- **Representation-** All agencies should recognize the importance of securing effective co-operation by appointing officers and professionals of a sufficiently senior level as representatives to the Board.
- **Accountability-** to ensure all Partnership agencies are jointly responsible for the action of the Board.
- **Responsibilities-** The Board will focus on ensuring that 'vulnerable adults' are safeguarded from abuse or threat of abuse via the provision of inter-agency leadership and governance at strategic and operational level
- **Governance arrangements**
- **Funding**
- **SAPB sub groups-** Structure and function of sub groups.

9 Safeguarding Adults Project Update.

9.1 As a direct result of the Transforming Adult Social Care agenda a review of Wirral's Safeguarding Adults process was requested by the Director of Adult Social Services who is also the chair of the Safeguarding Adults Partnership Board to ensure that the existing processes were fully addressing the issues of protection vulnerable people in Wirral within the remit of all national and local drivers.

9.2 Following the review of Wirral's Safeguarding Adults process in February 2009 an improvement plan was implemented to ensure that people in Wirral were being safeguarded. The improvement plan began in June 2009 and is still in operation. There has been significant investment in this piece of work which is likely to continue till the end of March 2010.

9.3 The review of safeguarding is almost at an end. Work has been done to streamline processes, implement new guidance, strengthen partnership working and most importantly ensure that people who use services are put at the centre of decision making.