

Cheshire West and Chester
Local Safeguarding Adults Board

Annual Report

2018-19

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Our vision is to promote partnership working by working together to help people feel safe and free from abuse and neglect.

Our mission is to put the adult at risk of abuse at the heart of everything we do.

Welcome from our Chair – Ian Cardwell

I have great pleasure in presenting the Annual Report of the Cheshire West and Chester Safeguarding Adults Board for 2018-19. The Board, a requirement of the Care Act 2014, is made up of three Statutory Partners; Local Authority, NHS Clinical Commissioning Group & Police, together with a number of key partners, representing a wider range of agencies and community groups.

The Board is led by an Independent Chair. The current Chair was appointed to the Board in April 2019, following the retirement of Geoffrey Appleton. On behalf of the Board and all the Partners, I would like to pay tribute to Geoffrey for his commitment in his 9 years as Chair.

Over the last 12 months the Safeguarding landscape has continued to be complex, presenting many new challenges in addition to those faced day to day. For example, in times of uncertainty, the risks of extremism and radicalisation increase, and, locally, Safeguarding Partners have worked tirelessly to address these risks through our Prevent Strategy. Nationally, high profile cases of abuse and neglect in the media understandably cause concern in our local community. Here in Cheshire West & Chester, Board Partners have worked closely together to ensure that adults at risk are protected from the risk of neglect and abuse. It is the diverse make up of the Partners, as well as their expertise, that makes the Board such an important forum for protecting adults at risk.



Ian Cardwell
Independent Chair

Over the last 12 months, the Board has continued to develop the philosophy of 'Making Safeguarding Personal', which has seen safeguarding move away from being a 'process' to putting the adult at the centre. We have built on that approach by continuing to work closely with the Safeguarding Children's Partnership, particularly through the 'Think Family' strategy.

One of the requirements of this Report is to set out the number of Safeguarding Adult Reviews undertaken during the year and, importantly, how the learning from those reviews has been incorporated into future service delivery. Further details are set out in the main report.

Finally, I should like to thank all members of the Board, particularly the Chairs of the Sub-Groups, for their professionalism and commitment and also the Safeguarding Unit for their hard work and support.



The Board

Cheshire West and Chester Safeguarding Adults Board – Who we are

The Safeguarding Adults Board (SAB) is a multi-agency partnership which has statutory functions under the Care Act 2014. The main focus of the SAB is to ensure that in the borough safeguarding arrangements work effectively so that adults at risk are able to live their lives free from abuse or neglect.

An adult at risk is a person aged 18 or over who has needs for care and support and as a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. In this report we will call an adult at risk the 'adult'.

The structure of the Safeguarding Adults Board – How we work



The groups meet on a quarterly basis. Each group has its own work plan based on the strategic priorities of the Board and provides regular updates in respect of progress.



The purpose of the Board

Our overall purpose is to help and safeguard adults with care and support needs. The Board ensure that, locally, abuse is prevented and that, when it does occur, partners respond in line with the needs and wishes of the person experiencing harm.

A key role of the Board is to ensure that there is a partnership approach to delivering safeguarding services by promoting collaboration between all the partners for effective communication, information sharing and awareness raising.



Our aims

Working together and with adults at risk of abuse the Board aims to ensure people are:-

- safe and able to protect themselves from abuse and neglect
- treated fairly and with dignity and respect
- protected when they need to be
- able to easily get the support, protection and services that they need.

What is Safeguarding?

Safeguarding means protecting people's health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.

The work of the Board is driven by its vision to promote partnership working by working together to help people feel safe and free from abuse and neglect.

What has the Board done in 2018/19?

Training and Development

We are committed to a culture of continuous learning and improvement. There are large numbers of people working with adults both employed and as volunteers, and it is important that they are sufficiently skilled to spot the signs of abuse. We need to know who in the workforce needs to be trained, hold their organisations to account to ensure that they receive appropriate training and to seek evidence that the training and learning opportunities have made a positive difference to safeguarding practice.

The importance of multi-agency training is reinforced through research and reinstated through local and national case reviews. Effective safeguarding is underpinned by strong multi-agency working and professionals understanding and acting upon their respective roles and responsibilities in relation to safeguarding adults.

Courses	Number of Sessions	Total number of attendees	Service area
Prevent Briefings	3	208	Multi agency across children and adults
Basic Awareness in Adult Safeguarding	2	56	Healthwatch Dial Cheshire
Training the Trainers	1	16	Multi agency across children and adults
Joint Children and Adults Basic Awareness	1	20	Private Landlords
Presentation on the work of the LSAB	2	20	Adult Safeguarding Unit
		80	Housing Forum
Totals	7	400	

During this period the following courses have been produced and delivered:-

- Basic Awareness in Safeguarding Adults
- An easy read Basic Awareness in Safeguarding Adults for service users
- A joint Children and Adults Basic Awareness in Safeguarding
- Prevent
- A presentation on the work of the Board
- Training the Trainers across Children and Adults

The LSAB website has also been updated with new e-learning courses which have been advertised. There is no mechanism to measure how many people are undertaking them.

A training the trainers' course took place to recruit staff to the new LSAB Training Pool and a calendar of multi-agency safeguarding training along with Safeguarding Standards and a Charging Policy are currently being produced. The Board is also available to deliver private training on request.



Policies and Procedures

The following safeguarding policies have been revised and updated in order to keep people informed of what they are expected to do.

- **Adult Safeguarding Procedure** – a set of safeguarding procedures for anyone working with adults with care and support needs
- **Safeguarding Adult Reviews** – a procedure to follow when a Safeguarding Adult Review has been requested
- **Managing Concerns around People in Positions of Trust of adults who have care and support needs** – a North West policy that informs you what to do if you have concerns about people in employment or volunteer work who are in a position of trust
- **Modern Slavery Victim Referral Pathway Protocol** – sets out agency responsibilities when working with adults/families that have been trafficked and are subject to Modern Slavery
- **LSAB Strategic and Business Plan** – sets out the priorities and the work of the Board over the next 3 years
- Advice was provided to Chester Sexual Assault Centre on their safeguarding referral processes.

Communications

We want to ensure everyone knows about keeping people safe and what to do when there's a concern so we have updated our safeguarding posters and produced easy read booklets aimed at raising awareness of what is safeguarding and encouraging people to report abuse. These have been distributed to a variety of settings which includes libraries, community buildings, GP and hospital settings and council buildings. Feedback on the usefulness of these resources has been positive. Copies are available on request.

Think Family

We worked with the Children's Partnership to look at how we could encourage agencies to think not just about safeguarding children or safeguarding adults but to think about the wider family. We developed a set of principles of what this would look like and promoted agencies to embed these principles in their day to day work. We developed a brand to publicise think family and updated our websites and materials to raise awareness. We also asked agencies to update their training to ensure it included the principles.





Modern Slavery and Prevent

We work with our neighbouring authorities across Cheshire to raise awareness and explore ways to end Modern Slavery. Our work has included developing a procedure to help people know what to look for and how to respond when they have concerns. We have also developed leaflets and resources on our website to raise awareness and produced a referral pathway for victims of Modern Slavery so we can respond to their immediate needs.

The Prevent Strategy

The Prevent Strategy was developed to prevent people becoming radicalised or at risk of extremism. We share relevant information across agencies to look at risks and provide access to provision of appropriate support and help.

Safeguarding Adults Review (SAR)

SAR's are a multi-agency process that considers whether or not serious harm experienced by an adult at risk or abuse of neglect could have been predicted or prevented. The purpose of SARs are set out in the statutory guidance (Section 44) within the Care Act 2014.

The Reviews seek to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again'. The aim is that lessons can be learned from the case and for those lessons to be applied to future cases to prevent similar harm re-occurring. The purpose of a SAR is not to hold any individual or organisations to account as other processes exist for that purpose.

The Board looked at four requests for SARs, of which two met the criteria and have been carried out during this period. For further information the reports can be found on the LSAB website.

The first SAR focused on an elderly resident of a Care Home who was allegedly sexually assaulted by another resident, both of whom have care and support needs. The second SAR focussed on an incident in a Care Home when staff were unable to manage a resident's behaviour.

Actions that have been carried out as a result of the learning from these SAR's have focused on sharing of information and communication, assessing risk, reviewing existing training in relation to mental capacity and reviewing policies and procedures.

Provisional Performance and Activity Information

Safeguarding concerns

562 compared to 570 in 2017-18

*Referrals between April 2018-March 2019

This is a slight decrease



Of which 313 were Section 42 or other enquiries* compared to 328 in 2018-18

*An enquiry is what needs to be looked at to confirm a person is safe



Making safeguarding personal outcomes

Where safeguarding enquiries have been concluded, 62% of people expressed what they wanted their outcomes to be.

Of those, 79% fully achieved their outcomes.

This demonstrates that people are being included.

Concluded enquiries (Section 42)

The highest types of abuse was Neglect (38%) and Physical Abuse (30%).

The most prominent location of abuse is from a Care Home (45%), followed by own home (35%).

26% of concluded cases were substantiated, 13% partly substantiated, 33% not substantiated, 18% were inconclusive and 9% were closed at the request of the individual.

Ratio of concerns received

Female 63%

Male 37%

Of all referrals 33% were in the 18-64 age band, 32% were in the 85+ band which is consistent with previous years.

Provisional Performance and Activity Information (continued)

Safeguarding concerns

How staff record concerns is being addressed through the Adult Safeguarding Unit to ensure there is a consistent approach, this should lead to an increase in referrals

Section 42 cases

More Section 42 cases were closed this year than in previous year and cases were open for fewer days. This is good news in terms of safeguarding adults as it reflects outcomes being achieved in a timely manner.

The Care Act 2014 (Section 42) requires that each local authority must take enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.

Making Safeguarding Personal outcomes

Of the number of people who expressed what they want their outcomes to be, there has been an increase to 62%. This is expected to further increase and reflects good practice in that staff are working to ensure that they are making safeguarding personal for the adult.

Concluded Enquiries Section 42 cases

Neglect encompasses many factors which is the reason it is recorded as the highest form of abuse. Physical abuse also encompasses moving and handling, needing assistance etc. More than one form of abuse can be reported. Whilst care homes are the most prominent location due to there being a higher concentration of people with higher needs and all staff within or who visit this setting have a duty to report. We will continue to analyse and investigate reports to identify any issues or trends that are outside those factors.

Substantiated refers to those cases where Cheshire West and Chester Council agree that a safeguarding incident took place. Not substantiated / inconclusive refers to those cases where Cheshire West and Chester Council was not or unable to state whether it was a safeguarding incident.

Ratio of concerns received

Female ratio of concerns is higher than males. Age 18-64 age range includes adults with a disability, mental health and acute brain injury. Age 85+ reflects concentration of need, fragility and people living longer.

Adult Safeguarding Case Studies

Cheshire Centre for Independent Living

A referral was made in 2018, regarding an adult who was 22 years old. There were concerns about her home conditions and personal neglectful behaviour which resulted in her saying she was feeling depressed, anxious and she wanted to leave the family home but was worried what would happen to her parent.

After several conversations during a social group setting with a support worker, she explained what was happening for her in so far as she felt she was being pressurised by her parent and worried about her parent if she wasn't at home. She said she did not like her home environment and wanted to know what would happen if she took a number of tablets. She said she wanted her parent to allow her to be more independent and to be able to get out of the house more often, and she wanted to try some work experience.

Following a series of referrals, Social Care made contact with her and arranged a series of meetings to support her to achieve this. Cheshire Centre for Independent Living were invited to a meeting to talk about a plan to support her to achieve her wishes and to ensure there was a consistent approach from all services to support her concerns about her parent and the possibility of the parent taking too much medication.

As a result of this meeting her plan now includes access to respite, a referral for a work placement, one to one support during the day and some support with home conditions from housing. Cheshire Centre for Independent Living has also supported her to look at her self-confidence, self-care and reducing anxiety.

She is pleased that she now has an opportunity to get away from home during the day and is enjoying respite and is looking forward to the opportunity of a work placement. She is still worried for her parent when she is not at home.

NHS Hospital Trust

Brian and Joan had been married for 50 years. Joan was diagnosed with dementia and while Brian cared for her at home for many years his physical health deteriorated and subsequently Joan was placed in a care home. Being local to their home meant that Brian could visit daily. Brian would take Joan to their home, out to the local shops and garden centre to maintain her love of plants and the outdoors.

Staff raised a concern with the GP that more recently on her return from a trip out Joan was observed to be more disorientated, agitated and would often hit out at staff. The staff were concerned that Joan's condition had declined in as much as her husband was finding it a challenge and he was observed to be handling her with force on several occasions.

The GP discussed the matter with the safeguarding lead and while it did meet the criteria required for a safeguarding alert, it was agreed that a more proportionate response was needed. The home manager and GP met with Brian and discussed Joan's recent behaviour and their concerns. Brian admitted he was struggling to manage Joan and agreed that it was no longer safe or in Joan's best interest to take her out of the home. The activity coordinator at the home supported Joan to access the garden in the home on a more regular basis.



Adult Social Care

Jack is 24 years old, and has a severe learning disability. A referral came into the Adult Safeguarding Team by a nurse in a hospital setting. The reason for the referral was 'Jack had bruising to his upper arm which resembled grab marks' and 'there was no explanation or recent accident which could have accounted for the bruising'. Jack lives in a care home, but at the time these bruises were found he was in a hospital setting following a recent admission.

Jack is unable to give an account himself of how he acquired these bruises. The Social Worker allocated to the case liaised with Jack's family member who was advocating for Jack as he is unable to advocate for himself. Under the Care Act 2014 advocacy should be considered in all safeguarding cases (whether they have capacity or not to speak up for themselves). If someone doesn't have family or friends to advocate for them an independent advocate should be appointed.

This was investigated as a Section 42 enquiry under the Care Act 2014 by a Social Worker. The investigation involved gathering information, speaking to all professionals who are involved in Jack's care, and having a safeguarding meeting. The Social Worker sought the views of the family member/advocate, who had expressed she wanted to be involved in the investigation, and kept up to date. The family member also felt that it would be difficult to find the cause of the bruises due to inefficient record keeping. As a result of this the family member requested that as an outcome from the investigation actions would be implemented to ensure that the professionals from the hospital and care home understand the importance of effective record keeping, and being transparent with the care that is provided to families.

The outcome desired by the family member was met and as a result of this safeguarding enquiry lessons have been learnt to safeguard individuals in the future.



Bill is 44 years old, and has a mild learning disability. A referral came into the Adult Safeguarding Team by a manager of a service that supports adults who have learning disabilities to live at home and promote their independence.

The reason for the referral was Bill had disclosed to a support worker, that he had been assaulted. Bill explained that he was extremely upset about the incident, and was able to demonstrate how he had been hit.

Bill is able to give an account of what had happened, and articulate his wishes and feelings. Bill was involved throughout the safeguarding enquiry, via telephone calls, numerous home visits, and meetings. He was supported by someone he knew well.

This was investigated as a Section 42 enquiry under the Care Act 2014 by a Social Worker. The investigation involved gathering information, speaking to all professionals who are involved in Bill's care, including the Police, and having a safeguarding meeting where the Social Worker presents the findings from the enquiry.

The outcome of this enquiry was that the matter had been fully investigated and Bill's outcomes taken into account.

Future plans for our priorities 2019-20

We have agreed a number of shared objectives over the next year which includes:

Objective 1

To further implement making safeguarding personal by focussing on supporting adults to achieve the outcomes they want - led by Cheshire Centre for Independent Living.

Objective 2

To improve our response to understanding and managing self-neglect needs – led by Cheshire Fire and Rescue Service.

Objective 3

Ensuring a Think Family response to children and families where substance misuse, domestic abuse, learning disability and mental health problems are a feature of the family environment – led by local authority children and adult services.

Objective 4

Improve communication from the Board – led by the Board's Business Team

Stop Abuse

Stay Safe

Speak up if you are worried about something that is happening to you or someone else.

Don't just talk about it. **Report it.**

If you have a concern or need advice contact the **Community Access Team** on tel: **0300 123 7034** (office hours)

There is an **Emergency Duty Team** (for emergencies only) on tel: **01244 977 277** (out of office hours)

If someone is hurt or it is an emergency, please ring the **Police** on tel: **999**

If you are scared, tell someone you trust who can report it for you.

We must work together to make sure people feel safe and stay safe.

For information search online for the **Adult Safeguarding Board** at:
www.westcheshirelsab.co.uk

