

Helping adults to live a life free from abuse or neglect



ANNUAL REPORT 2019-2020:



We're better with you!



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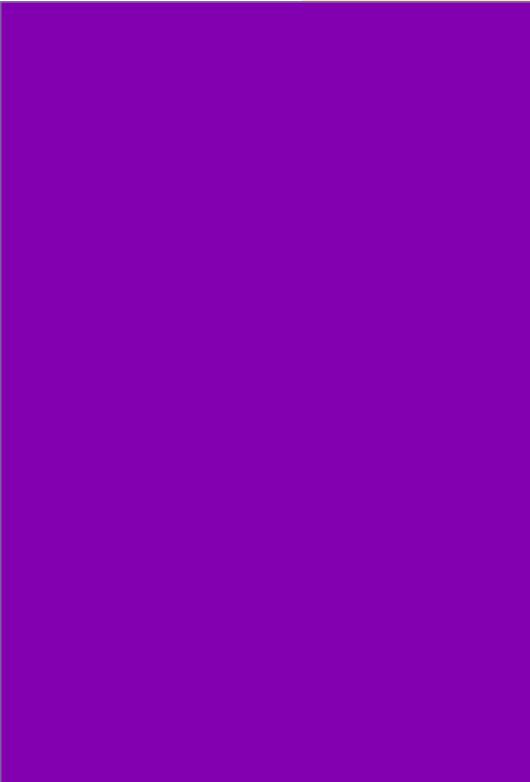


Section 1: Statements from our Chair and Chief Executive

Statement from Independent Chair, Eleanor Brazil:



'This has been my 1st full year as the independent chair of the Safeguarding Adult Board. It has been a pleasure and a privilege to chair a Board in an area where there is excellent support from all agencies to promote safeguarding. The annual report is an opportunity to share the work of the Board more widely. We have focussed on the experiences of individuals to bring some of the statistics to life, and to demonstrate the difference effective safeguarding activity can make to peoples' lives. Sadly, often despite best efforts, there are a very small number of vulnerable people and those using services who experience significant harm or lose their life. We have a responsibility to conduct a Safeguarding Adult Review, and to ensure we learn lessons so support and interventions can improve. The Board has been active in promoting learning and creating development opportunities for staff and managers throughout Bexley. As I write this, the world is in the middle of the Covid-19 pandemic with lock down in place across the U.K. In these times safeguarding remains a continuing priority, whilst we are all learning to work differently and respond to such challenging times. I am sure that part of our work this year will be reviewing and reflecting on these events.'



Statement from Jackie Belton, London Borough of Bexley, Chief Executive:

In Bexley, we think that some of the biggest achievements and improvements we have made have happened because the work of Bexley's Safeguarding Adult Board (BSAB). It is with the drive and leadership of our independent chairperson, Eleanor Brazil; the commitment of the statutory partners, Bexley CCG and the London Metropolitan Police Service; and all the vital work being done by partners across the system that has set new priorities, which we believe will continue to strengthen our services for adults in Bexley.

We know that we could not have done it without the ongoing dedication of the BSAB Operational Team who have continue to provide excellent leadership and guidance to the board and the wider Bexley community, by ensuring safeguarding truly is everyone's business in Bexley. We take our responsibilities to work alongside families and to support them to find solutions seriously. We are committed to helping adults in Bexley live a life free from abuse or neglect. It is our hope the ambition and plans set out in this document will help explain to others how dedicated we all are.



Care Act 2014

Section 2 : What is the BSAB purpose?

The Bexley Safeguarding Adults Board (BSAB) is a statutory body established by the Care Act 2014. It is made up of senior people from organisations that have a role in preventing the neglect and abuse from adults. Its main objective is to protect all adults in its area who have needs for care and support and who are experiencing or at risk of abuse or neglect against which they are unable to protect themselves because of their needs.

Our Statement of Purpose: The Board is to protect and promote individual human rights so that adults stay safe and are at all times protected from abuse, neglect, discrimination, or poor treatment.

We will:

- Not tolerate abuse
- Reduce risk to adults in vulnerable situations, as well as reacting effectively when it happens
- Ensure local systems aim to protect people at risk are proportionate, balanced and responsive
- Work together to prevent harm and improve services
- Ensure there is communication with the public to develop awareness of the need to safeguard and protect adults in vulnerable situations from harm
- Provide information and support on how to access services to ensure the safety of adults in vulnerable situations
- Hold local agencies responsible and to give good reason for practice relating to Adult Safeguarding, Deprivation of Liberty Safeguards and Mental Capacity.

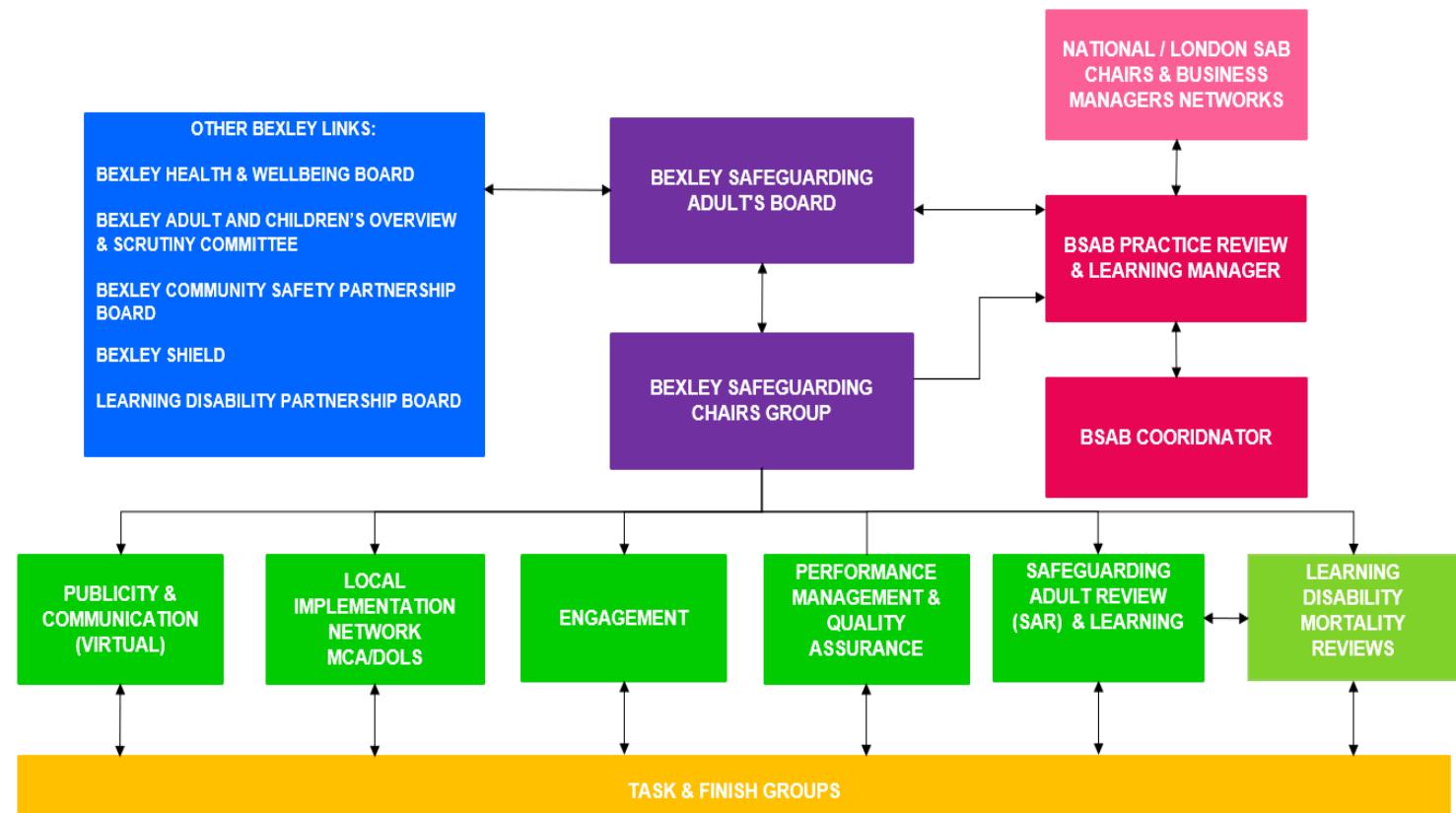
Section 3: 2019-2020 BSAB Current Structure –

The Bexley Safeguarding Adults Board is the statutory SAB under the Care Act 2014 for Bexley. From the outset the BSAB partners agreed that the main work of the Board would be undertaken by four sub groups.

The chairs meeting convenes quarterly before each SAB to discuss, challenge, highlight and progress issues arising from the sub-groups. Where needed the sub groups agreed task & finish groups for short pieces of work.

The main Board meets 4 times a year to agree priorities, over-see actions, monitor activity and co-ordinate responses to new and arising issues. This annual report is a key piece of statutory work that is required by the SAB and is an opportunity to highlight the work that has taken place in the past year. Following sign-off by the SAB, the report will be presented to the Bexley Adult Social Care Oversight and Scrutiny Members for endorsement before publication.

LeDeR is a nationally required task and finish group focussing on individuals with a learning disability who have died.



Section 4: Quality of life for adults living in Bexley: The below are some key public health statistics of adult's in Bexley. The Board held a special topic meeting in the Autumn 2019 on the demographics relating to safeguarding of adults in Bexley. This key information has contributed towards our Strategic Plan and workstream for the next 3 years.

12.2% of Bexley adults smoke (2018)

At time of delivery, **7.6%** of mothers smoke (2019/19) and mortality rates from COPD and lung cancer are **HIGH** compared to London (2016-18)

19.7% of adults are physically inactive (2017/18)

Over **6 in 10** adults are overweight or obese (2017/18)

1,892 patients registered with dementia by GP practices (2018/19)

31,252 people in Bexley aged 16+ are estimated to have common mental health disorders (2017)



1,292 admission episodes for alcohol related conditions (2018/19)

1,025 emergency hospital admissions due to falls in people aged 65 and over (2018/19)

13.5% of emergency admissions occurred within 30 days of the previous discharge from hospital (2017/18)

220 emergency hospital admissions for intentional self-harm (all ages) (2018/19)

1,043 deaths from causes considered preventable (2016-18)

52 deaths from suicide or injury of undetermined intent (2016-18)

Benchmark: London.

Sources: Public Health England, [Public Health Profiles](#)

Compared with benchmark:

Better

Similar

Worse

Wider determinants of health:



1,234 households are in temporary accommodation (2017/18)



12.9% of households are occupied by a single person aged 65 or over (2011)



76.8% of people aged 16-64 in Bexley are in employment (2018/19)



Average weekly earnings: **£503.90** (2018)



13.9% of residents utilise outdoor space for exercise/health reasons (2015/16)



25.8% of Bexley residents report a high anxiety score (2018/19)



37.5% of adult carers (18+) and **49.1%** of adult social care users (18+) have as much social contact as they would like (2018/19)



285 hospital admissions for violence (2016/17-2018/19)

Compared with benchmark: Better Similar Worse Lower Similar Higher

Benchmark: London.

Sources: PHE, [Local Authority Health Profiles](#), [Public Health Outcomes Framework](#) & [Wider Determinants of Health Profile](#)

Section 5: What support has the BSAB offered to partners in Bexley?

The BSAB provides learning and development opportunities across the Bexley partnership. We develop those by: analysing our lessons learned from safeguarding adult reviews, feedback from professionals, and regional/national issues that affects safeguarding adults in a wider context.

In 2019-2020 we decided to review what is most relevant for frontline workers, middle management, and senior managers. For example, some events are for everyone; and some events are tailored for those working in the frontline directly with individuals.

Bexley currently have over 25 care homes and 51 other domiciliary providers who we offer training to across the Bexley Provider partnership. We also have 2 Provider representatives on the Board which add value by ensuring the service users voice is heard.

Learning and development training was delivered in a face-to-face setting by the Safeguarding Adult Team, which includes the BSAB Practice Review & Learning Manager.

Increased promotion and offers to both internal and external colleagues have helped improve take up. The number of attendees has increased in 2019-2020 with in access of 2000 attendees participating in training. Participants are asked to provide feedback, examples are captured below.

Development is not limited to the work of the Safeguarding Adults Team alone. The Team's training sits alongside the work of partners, most of whom have their own internal training and learning arrangements; for example, NHS partners have the new intercollegiate guidance with comprehensive training and supervision matrixes as well as engagement with patients and carers as a key priority – all of which the BSAB seeks assurances against.



Representatives from the BSAB also attended Universal Service Marketplace Provider Events – two in 2019-2020 and three Provider Forums to share and gather information to contribute towards the work of the Board.

The next page shows some feedback on our training programme across the partnership for 2019-2020: we are happy to that over 85% of the attendees have found the training beneficial and will be applying to their practice.

“Information was clear and precise”

“Will be able to assess clients now I understand more”

“Good understanding of criteria”

“Will be able to assess clients now I understand more”

“Very useful in everyday practice”

listening to queries I had – very helpful”

“Slides were engaging and useful”

“The course will help me with my role and meeting new clients”

“Information was broken down in a easy format to understand”

“Very informative + interactive”



Members of the board attended and contributed to Bexley's Learning Disability Partnership's BIG SAFETY DAY and Ageing Well Event with positive feedback:



18/20 service users enjoyed the event

“Great atmosphere”

15/16 service users would recommend to their friends



The **community workshops** were found to be the most useful

“I think the event went well and those that came along seemed to really enjoy it and get something from it”

“Good to have the opportunity to network with people from other community groups see how we can all help each other to provide the best support to those with learning difficulties”



Section 6: SAR (Safeguarding Adult Review)

What is a safeguarding adult review (SAR)? In 2014 the Care Act introduced Safeguarding Adults Reviews (SAR's) which became law from 1st April 2015. They are a way in which we can improve our services and multi-agency learning. They look at events which have resulted in a death or serious injury, with the aim of preventing what happened to one person from happening to others. The aim is to identify where responses to the situation could be improved or learned from. They are not to seek or lay blame but to review what happened and what could have been done differently. The reviews will have recommended actions to improve services.

SAR'S carried out and published: This year the BSAB have commissioned 5 SARs, published 2 and held 3 learning events to discuss the findings and lessons from SARs either completed last year, or this year. Most of the reviews result in some actions for individual agencies or for the partnership. In all cases the Board found evidence of professionals and front-line staff who had tried to support. In some cases, communication could have been better and might have ensured a more effective response but is unlikely to have changed the outcome.

The final report and executive summaries can be found on the Board's website. The two SARs that were published this year related to individuals who were known to services over a period of time, particularly to mental health services. For one individual there were complicated immigration issues that may have affected accessing services, and for the other individual difficult issues throughout his life clearly impacted significantly on his situation. One theme from the reviews is the importance of thinking about family members in particular any children in the household.

The Board has considered the key themes from SARs when developing its priorities for the next year.

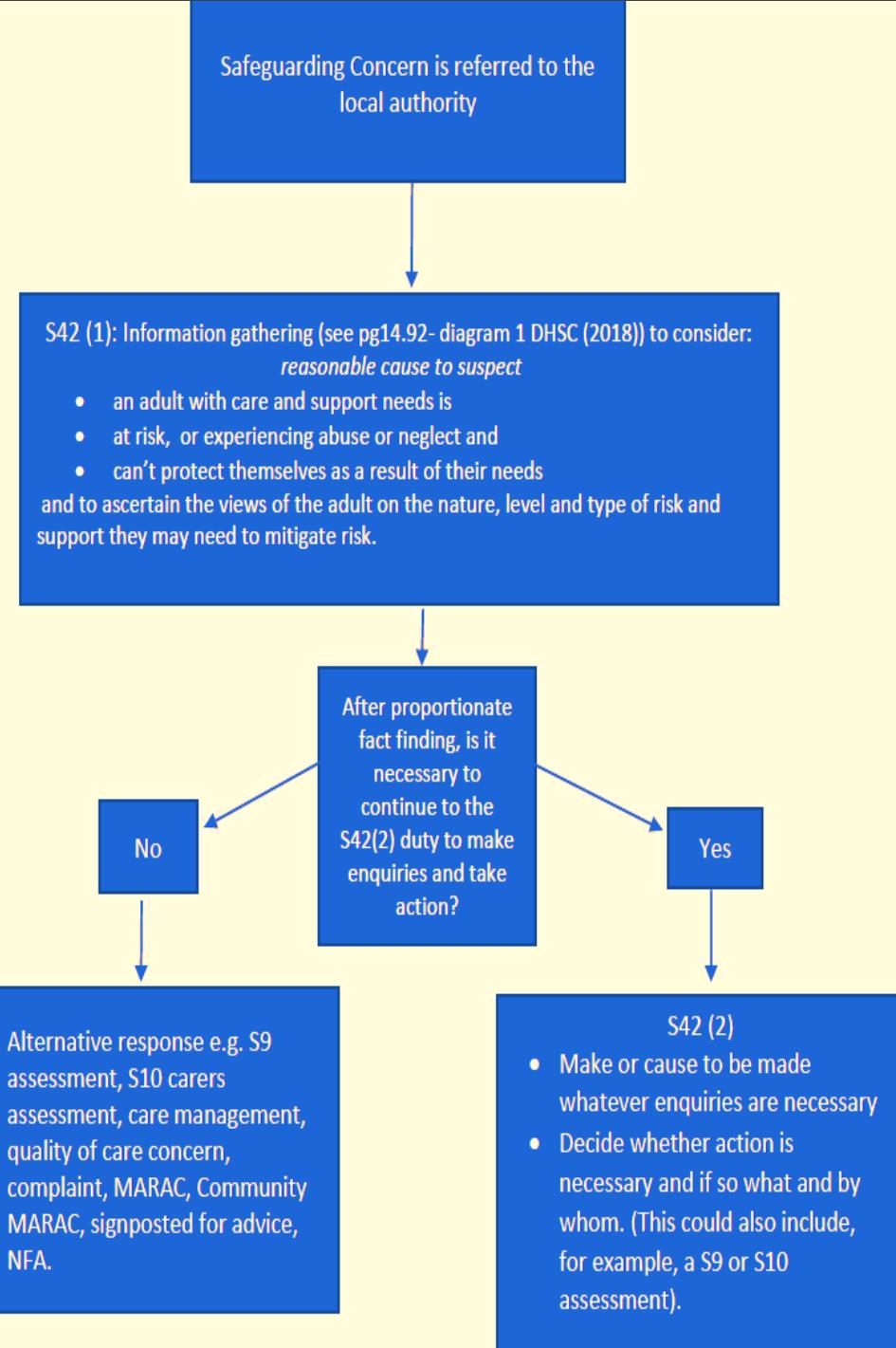
SAR summary table: The chart below shows you the cases that were notified to the sub group to be considered and their outcomes.

Themes of cases reviewed this year – <https://www.safeguardingadultsinbexley.com/protecting-adults/safeguarding-adult-review-learning/#>

1. SAR Paul - Trauma Informed Practice including individuals struggling with mental health, but also traumatic life events and Domestic Abuse
2. SAR Sahara - Mental Health & Pregnancy
3. SAR Mrs BA – Mental Health, Finance, Housing, No Recourse to Public Funds
4. SAR Ms AB - Mental Health, Drug & Alcohol Misuse, Homelessness and Domestic Abuse



Number of SAR's considered	10
Number of SAR's commissioned	5
Number of SAR's completed	3
Number of learning events held	3
Number of SAR's carried forward to 2020/21	2



Section 7: Safeguarding adults enquiries:

The flow chart to the left describes the steps taken when the local authority is made aware that an adult with care and support needs may potentially be experiencing or be at risk of harm.

The examples below demonstrate how the process can lead to service improvements or better outcomes for individuals when safeguarding concerns come in under s.42 of the Care Act.



1. Service improvements as appropriate responses to section 42 concerns -

The Housing service set up two new projects this year, focused on assisting vulnerable adults who are at risk of becoming homeless or have already become homeless and need support to enable them to secure permanent housing which they can sustain. The two schemes are Opening Doors and Stepping Stones

Opening Doors - The existing new initiative was launched at the beginning of November and is a targeted homelessness and wellbeing support service for single homeless individuals in temporary accommodation (TA), which primarily aims to ensure single homeless adults can sustainably break of the cycle of homelessness. This SIB It seeks to do this by enabling access to the housing market in the private rented sector and offer bespoke wrap-around support to sustain this long-term, encouraging independence .

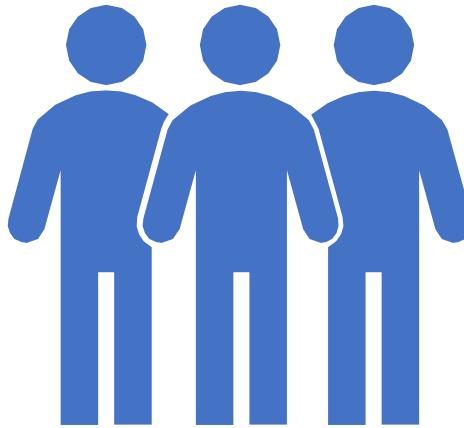
Stepping Stones - Bexley Council have been successful in a bid to MHCLG to secure funding for private rented sector initiatives. A contract has been awarded to **Porchlight**, a homeless charity operating in Kent, to deliver this scheme. This is a move-on support service which will provide targeted support for those at risk of homelessness due to family or friends no longer willing to accommodate them. This may be due to relationship strain or breakdown, overcrowding, pregnancy or other reasons. The initiative has been named "Stepping Stones".

Suitable participants will be referred to the move-on support service upon initial assessment. The Provider will be expected to assess and triage referrals and work closely with service users to understand their circumstances and support needs.

On a case-by-case basis, the Provider will offer tailored housing and move-on support to prevent homelessness and secure suitable accommodation for participants.



2. Jackie's journey – an example of where section 42.2 safeguarding enquiry was required -



'People of any age can be affected by domestic abuse, but older people can be particularly vulnerable to certain forms of abuse within their family homes. Yet, it can be difficult and uncomfortable to talk about domestic abuse, particularly when the people you most depend on to care for you instead try to control or abuse you. It can seem like there is no way out for some. That is why joint working with Jackie and relevant agencies was crucial and gave both Jackie and her Social Worker confidence in managing the risk and identifying options and choices available to her.'

I am confident to say that in Bexley we are getting better at recognising domestic abuse and have made stronger links with Solace Women's Aid and our Community Safety team, but we know that more needs to be done locally and nationwide to address adult safeguarding & domestic abuse and ensure that our practitioners make defensible decisions.' - Simona Ucuncu, Safeguarding Adults Coordinator

'Jackie was referred for domestic abuse support by the police following a domestic incident where her partner was arrested. Jackie agreed to go into short term respite where her needs could be assessed in order to go home safely. Jackie's case was presented at Bexley's newly formed Integrated Care Network where the allocated worker discussed her case with other professionals, and it was thought at the time that this was a simple case of carer's stress.'

Following the meeting, the social worker visited Jackie where she disclosed numerous events, experiences and concerns that she had about her partner and their relationship and it revealed that domestic abuse had been occurring over several decades.

Once this assessment was completed the assessment was shared with other professionals including an IDVA (Independent Domestic Violence Advisor) and a community risk assessment was also completed.

For the first time Jackie felt like she was in control and whenever there were challenges or decisions to be made Jackie would meet with her social worker to discuss and to solve the problem before it got worse.

Jackie's partner was also offered a carers assessment in order to offer him support through the changes, as being a carer can often feel isolating and stressful causing domestic incidents to arise.' - **Tracey Cook, Senior Social Worker**

3. Trading Standards – safeguarding adults from financial abuse and scams

Trading Standards (TS) received a telephone call on a Friday from an ex-police officer, who was concerned that his 73-year neighbour, Mr A, maybe be being ripped off by rogue traders. Mr A agreed to speak to TS and it was established that the previous year these traders had cold called, and he had agreed to work; they had cold called again this year and told him his chimney was wobbly. This then moved on to a new roof being need at what appeared to be a high charge. The traders had started work straightaway

The trader now claimed that the rear wall of his house needed replacing and it would be £20,000 but when they start the work it may be more severe than anticipated and could be between £40,000 - £60,000. Mr A said that he had no written quote, no business details or the 14-day cancellation rights that he was entitled to. He was given advise including that this was all the hallmark of rogue traders, not to pay any more money and not to go ahead with any more work until he had sought a second opinion. Mr A did not want TS to visit but said he would heed our advice. TS phoned Mr A after the weekend and found that he had decided not to take the advice. He had sat down with the trader over the weekend and fixed a price for the rear of the property. The initial advice and concerns were reiterated; he was pointed in the direction of a quotation website which would show his roof was a high price. Once again, he refused assistance. It was advised that we would speak to Building Control who visited. The work at this point was satisfactory with Mr A telling them he knew was paying over the top but was happy with that.

10 days later TS phoned Mr A. Although he initially denied the traders had asked for more money he then admitted they wanted another £15,000 for a damp course. He was advised that this was once again a classic sign of a rogue trader.

We asked again if TS could come and chat to him and the trader as we could help get him out of this situation and we wanted to protect him, but he refused. He said he was not under any duress and they were not hassling him. At this point we told BC about the damp and we were advised a damp course would not be needed. The room is likely to be damp because it had been open to the elements

Mr A was phoned back by a different officer but again he refused help. We then received a call from the trader as Mr A had told him about the opinion on the damp and it was agreed to meet the trader on site.



We considered this was financial abuse and the traders were befriending him; although we have a duty to protect it must be in accordance with their wishes. Mr A has a right to make his own decisions even if we believe they are unwise, so we sought advice from a colleague in Adult Safeguarding as we had never had someone so adamant, they didn't want help and to continue to pay and side with the rogue traders. Mr A had the capacity to contract, he kept saying he was happy with what he was paying, and he liked to help the working man. Mr A does not come across as a vulnerable adult and is a retired active individual.

A visit was made which gave us the chance to talk face to face with Mr A and get photos and the names of the two males from the business. Mr A was asked what he thought might happen if he stopped, he said was happy with them and wants to honour contract and had no concerns. TS told him quite bluntly that he was being ripped off. But Mr A said he bore the responsibility for not getting other quotes. A further visit was made with BC and it was confirmed that the damp course was not required, in fact the traders had plaster boarded over it and were sandwiching the damp in. The traders wanted £15,000 for work that wasn't needed.

TS were concerned that the trader may ask for more money, so his bank was visited, and they agreed to notify TS if any more money drawn was out. A press release was found online showing that one of the males at his house had been imprisoned for repeatedly conning old people into handing over cash for worthless home improvements and repairs and the other sentenced to a 3-month curfew for money laundering.

An unannounced visit was made where it was suggested Mr A look at a Kent Trading standards video on financial abuse. The previous advice was given again.

He again said he liked to help the working man and we could show him no proof that these were rogue traders.

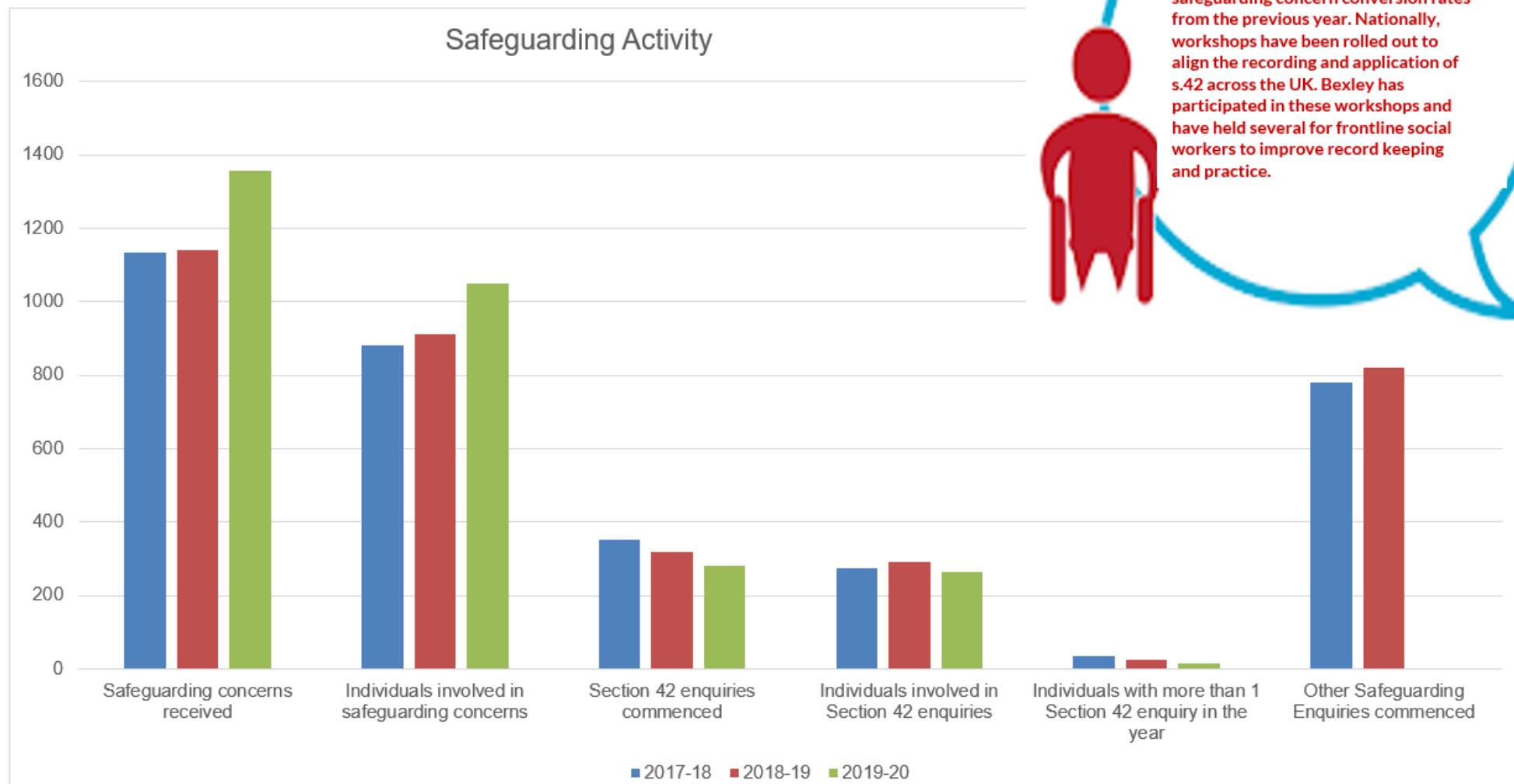
This was a case that was frustrating and at times we felt TS should just walk away as he was so adamant, he was happy with what was being done and wouldn't listen to us, but this was hard to do this knowing that it would not end here. We knew the traders would find more work and require more money, hopefully this has been prevented. With the help of BC, Adult Safeguarding, the internet and persistence we are hoping the matter is now concluded. As of the last conversation we had saved Mr A £15,000 and he was holding money back until the work would be completed in 3 months (room needs to dry out). We have not heard any more from the bank either.

The photo to the right is an example of one of the BSAB has developed awareness posters to fight against financial abuse.

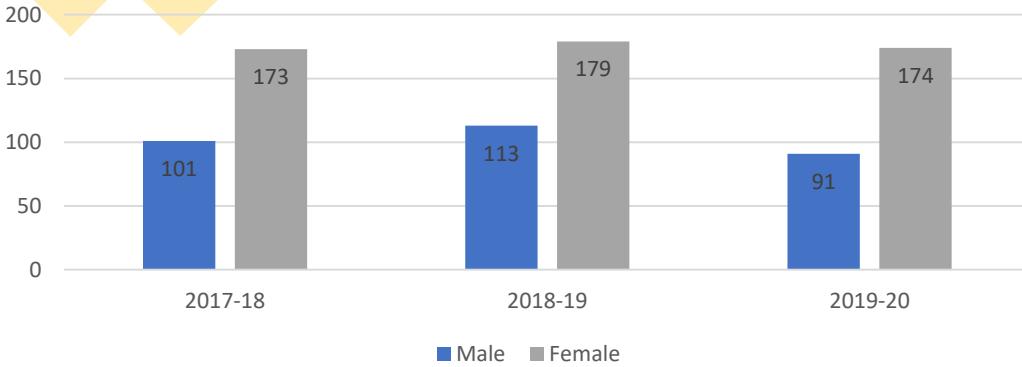


Section 8: What is SAC (Safeguarding Adults Collection) data?

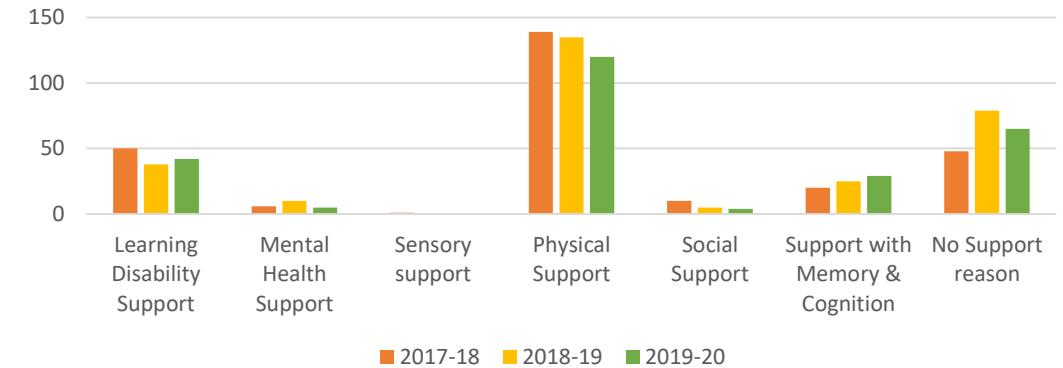
This section highlights some key safeguarding adult data from 2019-2020:



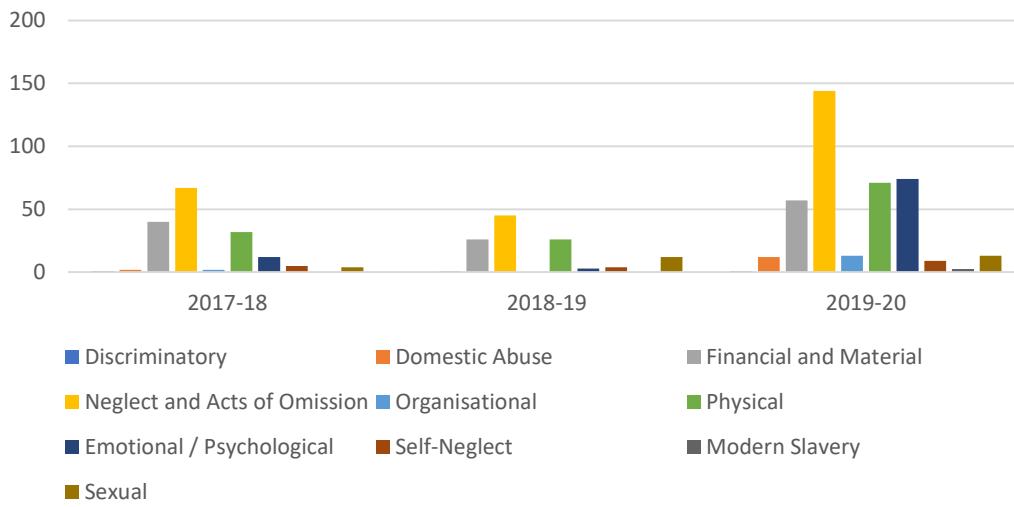
Individuals subject to commenced Section 42 Enquiries by gender



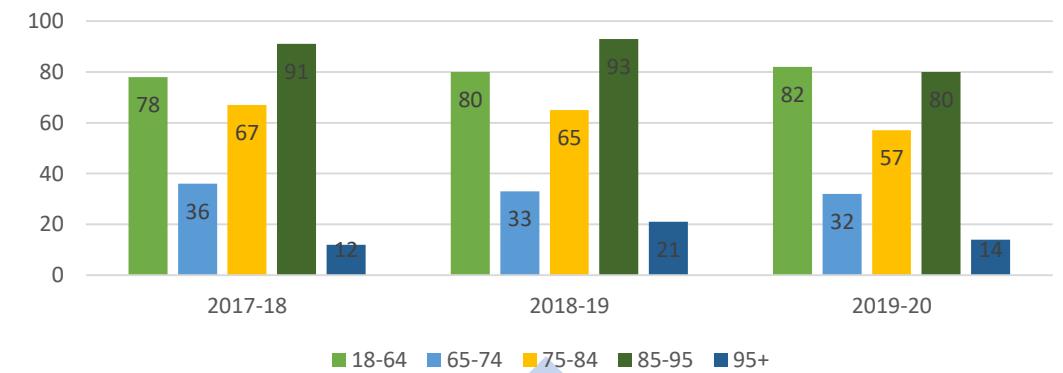
Individuals subject to commenced Section 42 Enquiries by Primary Support Reason



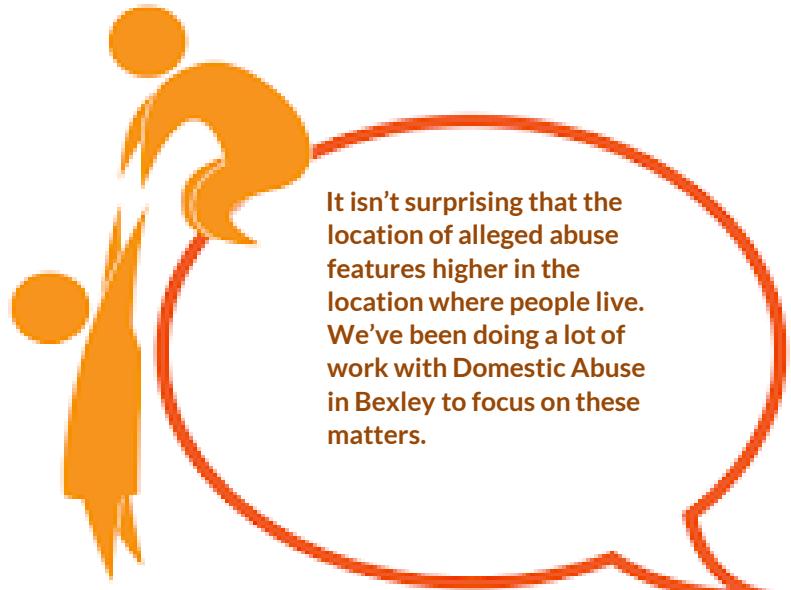
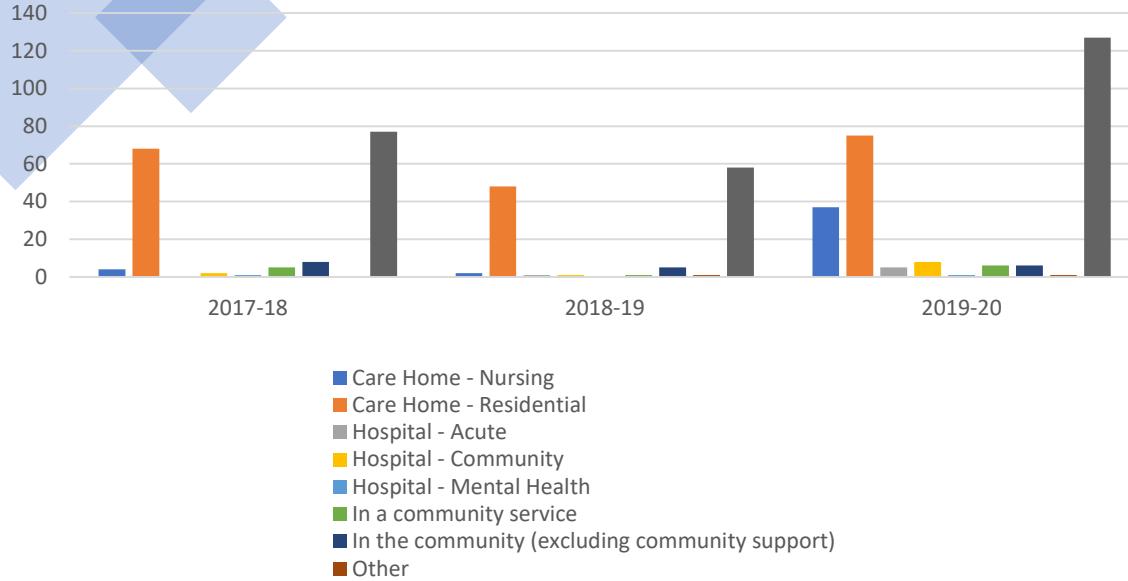
Concluded Section 42 enquiries by Type of Risk



Individuals subject to commenced Section 42 Enquiries by age band

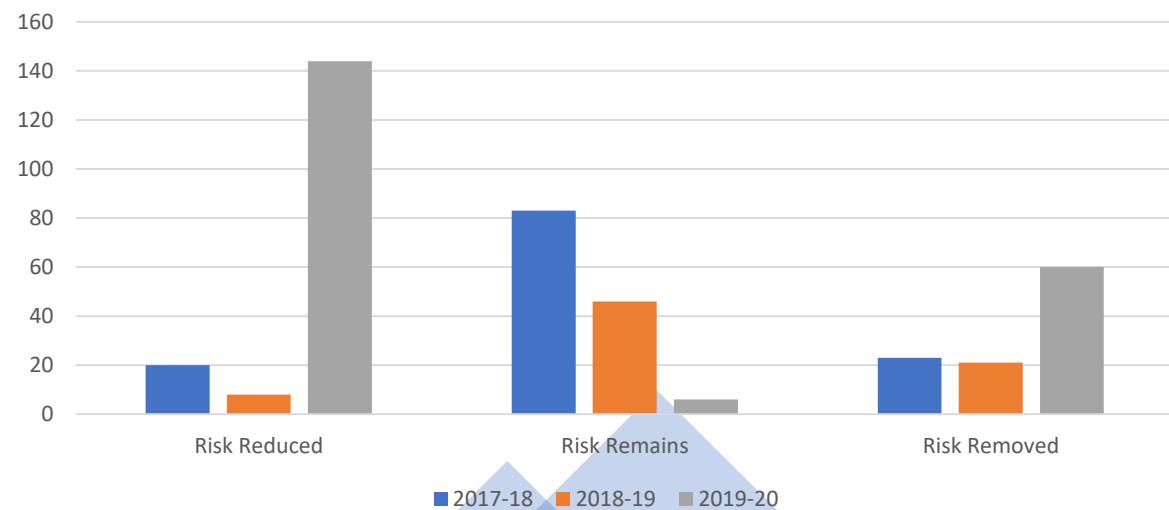


Concluded Section 42 enquiries by Location of Risk



Risk Outcomes:

Where a risk was identified, what was the outcome / expected outcome when the case was concluded?



2019/20

45.8%

concluded enquiries
were for adults lacking
capacity

100%

adults without capacity
were supported
by a friend, relative or advocate

2019/20

81.1%

of clients were
asked their
desired outcomes

87.9%

of clients
expressed their
desired outcomes
(*of those asked*)

93.1%

of clients' desired
outcomes were
fully or partially
achieved
(*of those expressed*)

2018/19 Benchmarking:

- 89.7% comparator group (10 LAs)
- 91.5% London (22 LAs)

Section 9: – The Deprivation of Liberty Safeguards DoLS:

Safeguarding and Mental Capacity

In situations where a person who may need care and support is actually, or potentially, at risk of harm the Local Authority has a statutory duty to safeguard the person whether they have capacity in relation to the process or not. The MCA also created two criminal offences – ill-treatment and wilful neglect – that can be committed by anyone responsible for the person's care and support (paid and informal supporters). It also makes it clear that while professionals must approach any situation with the presumption of capacity, where there are concerns they may need to consider, for example, whether the person has the capacity to decide about their own situation, or whether they can refuse consent for information to be shared in any safeguarding enquiry.

Where does Deprivation of Liberty and Article 5 fit in?

The European Convention of Human Rights (1950) and the Human Rights Act (1998), which is the Government's interpretation of the convention within UK Law, governs the relationship between the state and its citizens.

Human rights are universal and apply to us all. Some of our rights are 'absolute', for example in England and Wales, the right to protection from torture and inhumane and degrading treatment (Article 3). Others are 'qualified', meaning that the state can interfere with them if there is a 'procedure prescribed by law' to authorise it. Deprivation of a person's liberty is one of these qualified rights and is set out in Article 5 of both the Human Rights Act 1998 and the European Convention, which state –

- Article 5 (1). Everyone has the right to liberty and security of person. No one shall be deprived of his liberty save ... in accordance with a procedure prescribed by law.
- Article 5 (4). Everyone who is deprived of his liberty ... shall be entitled to take proceedings by which the lawfulness of his detention shall be decided speedily by a court and his release ordered if the detention is not lawful.

The Deprivation of Liberty Safeguards (DoLS) were added to the MCA by the Mental Health Act 2007. This means that DoLS is part of the MCA and, as such, is underpinned by the same processes and considerations as those for mental capacity more generally; crucially this includes the core principles of the MCA.

The DoLS Team - The role of the DoLS Team is to ensure that those whom were looked after in care homes or hospitals was done in a way that had the least restriction on their liberty. The team carry out DoLS Assessments for people in Care Homes and Hospitals. For people who are living in Supported Living Schemes, Shared Lives or their own homes and are receiving 24-hour support and lack capacity to consent their care, applications are made to the Court of Protection to authorise their Deprivation of Liberty.

Members of the team provide Mental Capacity Act training to colleagues and local care providers. The DoLS Team also meet on a weekly basis to review and update any work etc. A bi-monthly Focus Group is held for all Best Interest (BIA)/DoLS Assessors in the department to offer peer support and provide information on any legal updates.

When the new Liberty Protection Safeguards come into operation (no date as yet), it will replace the Deprivation of Liberty Safeguards Procedures.

DoLS Data 2019/20: Please note that this data is provisional until the DoLS statutory return is finalised. Usually this would have been submitted before the annual report but COVID-19 has delayed statutory returns this year

For 2019/20 the **Total DoLS Cases** = 2,285 (Date form signed prior to 01/04/2020 and includes 843 current cases carried over into 2019/20).

Total new referrals within 2019/20 = 1,442

Of the 2,285 cases in 2019/20:

843	Current cases open on 01/04/2019
1,442	New referrals in 2019/20
<u>2,285</u>	

Of the 2,285 cases in 2019/20:

2,185	Allocated
100	Not allocated and carried over to 2020/21, (referrals received near end of data period).
<u>2,285</u>	

There were 2,144 BIA assessments made before 01/04/2020:

1,754	Granted
390	Not Granted
<u>2,144</u>	

There were 141 that had not had a BIA assessment by the end of 31 March 2020 and carried over to 2020/21.

2,144	BIA assessment made before 01/04/2020
41	Allocated but not had a BIA assessment yet
100	Not allocated
<u>2,285</u>	

Locations:

Provision Type	Number of referrals	% of referrals
Care Home	1,948	85%
Hospital	319	14%
Other provider	17	1%
Blank	1	0%
Total	2,285	100%

Being a DOLS Assessor: Iyamide Smith, Senior Social Worker/BIA DOLS Assessor/Stage 2 Practice Educator

"During the year 2019 up until March 17th 2020 when the management of Bexley Adults Social Care advised us to work remotely due to the Government restrictions on face to face contact with vulnerable people in care homes due to the corona virus pandemic, I received allocations for full DOLS Assessments to be completed within tight deadlines to help ensure those for whom the referrals have been made are not left unlawfully deprived for a negligible period of time wherever they are receiving care and or support. I received up to 3 allocations a week due to the high influx of referrals being received by the DOLS Team and in some occasions, these were Court of Protection (COP) cases.

Whilst working remotely due to the Covid-19 restrictions, I still receive allocations, both for urgent/standard cases as well as for COP cases. However, I currently complete these assessments remotely, either through telephone consultations or video calls, depending on the relevant person's ability to cope with either of these means of communication. I am still able to consult with families and the care home staff to obtain their views about the level of support the person is receiving and to ascertain whether they are being deprived of their liberty and also establish whether there are other least restrictive options that can be considered to ensure they get the same or better level of care and or support. On the other hand, it would be good as a professional, to have a face to face meetings where other things can be picked up through non-verbal gestures, environment etc, which I cannot pick up on over the phone.

As a Best Interest Assessor (BIA) the current working pattern can be very challenging especially when you encounter issues with contacting relatives, either due to wrong contact details etc, which means making a referral for an advocate, paid representative etc for the person in question until hopefully when this pandemic issue improves, and I am able to visit in person. I have also had family members in tears at the fact that they cannot visit their loved ones, relying only on the telephone updates from the service provider etc. I am spending twice the time I would normally spend completing an assessment, given that I have to consult with all the interested parties individually and wait to receive requested documents from the care homes etc to ensure I get all the necessary information needed to make my professional recommendation as to whether DOLS should or should not be granted for the person.

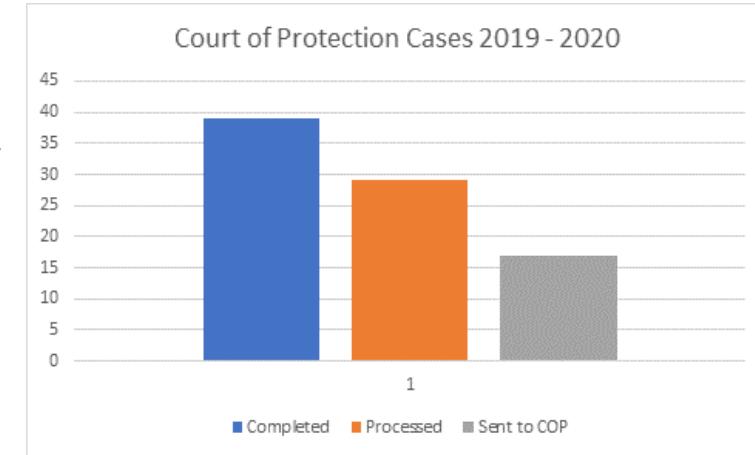
Despite the challenges being faced under the current working conditions, I have been fortunate to have received tremendous support from my Manager with regards to my emotionally wellbeing whilst coping with my workload, especially after only recently losing my mother to a long battle with cancer, and the effects this pandemic had on the funeral and me as a whole etc. I feel re-assured that there is always someone I can talk to with regards to how things are going and how I feel. The morning call has been exceptionally good as it gives an opportunity to catch up and talk to someone about plans for the day etc, being able to call during the course of the day, if there is a need to during these unprecedeted times."



Court of protection:

Court of Protection cases used to take approximately 4 months for us to receive our order back from the Court of Protection, however since the Supreme Court judgement in 2014, the time frames of receiving orders have great variations.; now even longer due to COVID-19.

For those living in their own homes within the community and or Supported Living are required to be sent to the Court of Protection as the current DOLS scheme does not permit the supervisory body to sign off Deprivation of Liberty authorisations. However, when the new Liberty Protection Safeguards are in place, this will change.



BSAB's links to Quality Assurance: A key role of the BSAB is to seek assurances that agencies are Making Safeguarding Personal (MSP). The below is a great example of how agencies work together to share information, support one another and give feedback to the BSAB throughout the year.

Care and Nursing Home visits, by Cllr Eileen Pallen: “It coincided with a request for me to meet with the Chairman of the Safeguarding Adult Board to talk to them about the visits undertaken by councillors to residential and nursing care homes as an additional form of assurance for ourselves that our more vulnerable residents are being well cared for, to the visits carried out by our very good quality and assurance team and also as a form of scrutiny.

We're not there to find fault but seek assurance. I gave a general explanation about how we structure the visits to make sure we visit every care home and homes for people with learning disabilities during the year and one of the things done a week before we arrive is to ask for a notice to be put up advising that we are visiting, the date and time inviting residents and family members to talk to us whilst we were there.

On one occasion there were four families waiting, partly to tell us they were happy with the care their family member was getting, but also to say they felt assured by councillor visits and taking an interest in their family members, particularly when they themselves sometimes lived a long distance away. We've met people who although their husband or wife who was a resident had passed away, they still go back, for coffee mornings, lunch or even Christmas Day dinner. So, care homes are firmly embedded in our communities, engaging and supporting residents.

On one visit I was told a gentleman had passed away in the night but his wife and daughter we're still there and I thought obviously I won't be bothering them, but after a while the manager came and found me and said she'd told them why I was there, and they wanted to speak to me. They could not speak highly enough about the care their husband/father had received but also the care and compassion shown towards them by staff and they were devastated as you would expect, but it was important to praise the staff.”



'Whose Risk is it Anyways?'

Managing Risk Event - Bexley Priorities

Led By: Eleanor Brazil, BSAB Independent Chair

Date: 5th September 2019

Time: 12-16.30

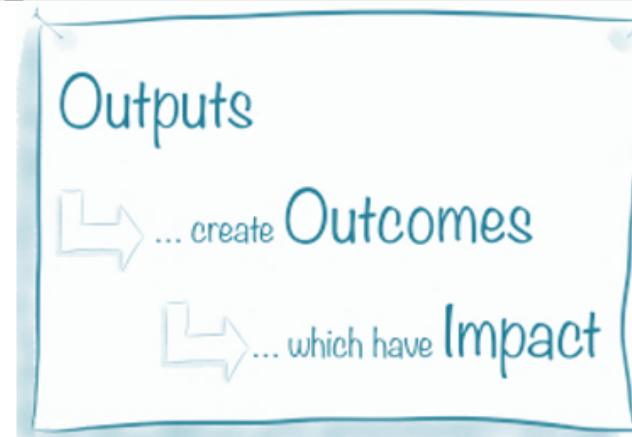
Location: Hall Place



Section 10: Managing and Minimising risk

In September we held a managing and minimizing risk event to Identify 'core gaps' in managing risks and to influence the development of the Strategy and Business Plan for Bexley. This was a hugely successful event and received some great feedback as well as helping us agree our priorities and developing our Strategy and Business Plan for 2020/ 2021 and the next 3 years.

What went well/was most helpful?
Informative and interesting case studies. Meeting colleagues experiencing similar issues.
Case studies and fresh ideas and perspectives across all agencies
Case studies were helpful and informative
All the group work; Management working and learning from Probation
Really good discussion about risk; recommendation brought together all of the discussion - very insightful
Good discussions with cross sector partners



Promote working with family members to involve them to reduce risks to individuals and to enhance support for them.

Improving access to information so people know where to go and who to speak to in a timely and effective way.

Driving professional knowledge and curiosity across the partnership to improve safeguarding practice.

Section 11: Closing Statements from Lead Cabinet Member, Cllr Brad Smith

What a year 2019-2020 has been - We've welcomed a new Independent Chairperson, Eleanor Brazil, which has highlighted and streamlined a lot of the work of the board. We've reviewed 4 Safeguarding Adult Reviews and led on 3 multi-agency learning events sharing our learning across the partnership. We've established new clear and concise Strategic Objectives linked to Success Measures which will give evidence of our work as a safeguarding board. We've continued our offer for internal and external partners for face-to-face training. We've offered monthly Newsletters to the partnership as well as public (on website) to share the work of the Board throughout the year.

As Lead Cabinet Member, I have continued to attend the Board's quarterly meetings, but also, I have actively participated in the development of the new Engagement Sub Group and other key events organised by my fellow members., which we have launched our new Engagement & Communication Strategy.

We continue to have a National and Regional influence, and this continued commitment from our BSAB partner allows us to evidence the fulfilling of our safeguarding duties.

In closing, we know that safeguarding is 'everyone's business' and continue to work towards the best outcomes for the individuals we serve. We would like to hear from you if you have any suggestions or comments on how to safeguard adults in Bexley.



For more information about the Bexley Safeguarding Adults Board please visit -

www.safeguardingadultsinbexley.com or email us at
bsab@bexley.gov.uk

Welcome to the Bexley Safeguarding Adults Board site

The Bexley Safeguarding Adults Board (BSAB) is a statutory partnership under the **Care Act 2014**, providing leadership for adult safeguarding in the London Borough of Bexley.

This site provides a range of information for people who may experience or be at risk of experiencing harm, families and carers and professionals who work with people in a health and social care setting.

The Bexley Safeguarding Adults Board also provides information from learning reviews called **Safeguarding Adult Reviews (SARs)**. These show how agencies worked together and the learning linked to these reviews for all professionals. The Board must publish their findings and all action plans linked to these findings.