

Bexley Safeguarding Adults Board ANNUAL REPORT 2015/2016



Bexley Safeguarding Adults Board
Helping adults to live a life free from abuse or neglect

Lewisham and Greenwich **NHS**
NHS Trust

NHS
Bexley
Clinical Commissioning Group

Oxleas
NHS



**METROPOLITAN
POLICE**

TOTAL POLICING



LONDON BOROUGH OF
BEXLEY

Foreword

I am delighted to present this report following my first year as Independent Chair of the Safeguarding Board in Bexley - it has been a very busy year.

All agencies have responded to the implementation to the Care Act, demonstrating that developing an understanding of the implications at every level within the wide range of organisations commissioning and providing care to adults in Bexley, is clearly a challenging agenda.

However, the high level of commitment through discussions and action gives me confidence that we will, as Board Members, keep the health and wellbeing of all Adults high on the Agenda, particularly during what are by any standards, challenging times.

As the Independent Chair, I am involved at many strategic boards across Bexley; including establishing stronger partnership working with the Children's Safeguarding Board, taking an active role in the Health & Wellbeing Board, and as a member of the Executive Team for Adult Social Care and I'm aware of the important work of my colleagues on the Community Safety Partnership Board. I intend to work hard during the coming year to make sure we are making the very best of the opportunities available to us to consolidate partnership work and to deliver improved outcomes.

In the past year the Bexley Safeguarding Adults Board (BSAB) has had good representation from statutory and non-statutory organisations. We continue to work together to safeguard adults at risk of abuse and to promote the safeguards of the Care Act 2014.

The Board held a Development Day with members to work collaboratively as responsible partners. This event allowed us to prioritise terms of reference and agree a 3-Year Strategic Business Plan with each member taking responsibility for their role in progressing the work.



The Board held two Challenge Events allowing members to evidence their work to safeguard vulnerable adults across Bexley. The events provided challenge and support in equal measure and allowed Board Members to demonstrate implementation of statutory duties and where and how they are working hard to promote the overarching principles set out in Government policy for safeguarding vulnerable adults. The events were welcomed by all participants as opportunities to share information and support progress in new approaches.

The Board has commissioned a Serious Adult Review (SAR) which crosses Adults and Children's Services, although led by Adults. The SAR aim is to provide an opportunity to work across both Boards bringing learning and insight across the statutory and non-statutory services. This gives us the opportunity to work more closely with the Children's Board, focusing on shared areas such as: Domestic Violence, Mental Health and Transitions.

Despite all of the challenges of stepping up to implementing the Care Act and establishing our work as a Board across all agencies, we have continued to support each other and meet our collective commitment to keeping adults safe in Bexley. That approach offers us greater scope to work as strong partners across all relevant services such as – Housing, Commissioning, Mental Health and Volunteer Services.

As we continue, as a Board, to deliver on taking a zero-tolerance approach to abuse, we have developed a new Publicity Campaign that will launch in July 2016, promoting multi-agency work on, 'helping adults to live a life free from abuse or neglect.'

More information on the BSAB can be found at www.bexley.gov.uk

Annie Callanan,
Independent Chair, Bexley Safeguarding Adults Board

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OUR STATEMENT OF PURPOSE

The Bexley Safeguarding Adults Board (BSAB) 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.

BSAB STRUCTURE

The BSAB is accountable for its work to its constituent agencies and through the People Overview and Scrutiny Committee of Bexley Council and to the respective Local Strategic Partnerships as well as the Health and Wellbeing Board.

The Independent Chairperson, will be responsible for reporting to these groups. Board members are accountable to their own organisations, and to the Board within the remit of the stated roles and responsibilities. Those who sit on the Board will hold responsibility for feeding back to and representing the views of their own agencies when decisions are taken.

The Bexley Safeguarding Adults Chairs Group (BSACG), chaired by the Independent Chairperson, reports directly to the Board.

The BSACG focuses on the delivery of SAB strategic objectives and priorities and is a multi-agency forum of the Chairs from the Sub-Groups. The Sub-Groups will be co-ordinated by identified representatives from key partner agencies who will be responsible for making a written report to the BSACG, at a frequency agreed by the Board will be a minimum of at least annually.

Each BSAB Sub-Group operates to terms of and reference and work plan agreed by the Board and which focus on the delivery of SAB strategic objectives and priorities. A chair will be appointed for each subgroup that will be responsible for providing regular progress reports to SAB through the BSACG. Short term task and finish groups may also be set up as required and these focus on the implementation of specific objectives or projects.



OBJECTIVES OF THE CHAIRS GROUP AND SUB-GROUPS:

To implement the strategic decision made by the BSAB and to alert the Board to any problems identified in local practices or in the implementation of the strategy.

To monitor the implementation of a Training Needs Analysis across Health and Social Care in relation to Safeguarding Adults as identified by the Safeguarding Adults and Mental Capacity Act / Deprivation of Liberty Safeguards (MCA / DoLS) Training Sub Group.

To ensure that local and national data related to the protection of vulnerable adults is collated and reported to the BSAB by the Safeguarding Adults Performance Management and Quality Assurance Sub Group.

The BSACG will:

- disseminate information on policy, procedures and best practice;
 - ensure the production of policies, procedures and protocols for responding to perpetrators of abuse and risk to others;
 - provide information to the BSAB regarding other matters regarding the wider Safeguarding remit, e.g. matters of safety in the home or community, to enable the BSAB to commission reports and work for progress to be reported to the Board; and
 - ensure that an equality impact assessment on safeguarding adults' policy and procedures is in place and reviewed as required.
- contribute evidence and information to the Safeguarding Adults Board Annual Report;
 - provide a quarterly report to the Safeguarding Adults Board on the outcomes of the work undertaken by the Group;
 - consider the impact of guidance, legislation, case law, multi agency procedures and protocols on operational practice;
 - share new research evidence and take responsibility for dissemination of research to inform practice;
 - support the development of local practitioner forums and to feedback issues and concerns to the group and where appropriate to the Board;
 - ensure the development of inter-agency procedures and guidance regarding thresholds consistent with principles of alert, referral, decision, safeguarding strategy, assessment, planning, review, recording and monitoring;
 - develop protocols for Board approval to allocate and clarify agency roles and responsibilities including having effective adult safeguarding employment practice and processes;

ACHIEVEMENTS OF THE BOARD

We have:

- Held Challenge Events, multi-agency audits to evidence the following -
 - Effectiveness of policies and procedures for the recruitment and supervision of people working with vulnerable adults and compliance with national guidance, including integration of best practice and learning
 - Information and practice sharing to improve the way adult protection is managed in Bexley. To disseminate learning points from cases explored within the Practice Learning Sub Group
 - Required each organisation to undertake a training review to identify training priorities
 - Collated and analysed data across the Bexley and comparator authorities and to provide comparative reports annually (e.g. NHS Deep Dive Audit Tool)
- Developed and Structured the Chairs Group which ratified Terms of Reference for all the Subgroups and has reviewed recommendations arising from learning from external inquiries into safeguarding issues requiring action by the Board and as relevant to the Subgroups -
 - Produced a communication strategy, which will support the awareness raising of adult safeguarding and associated aspects of self-protection with partner agencies and service users and carers
 - Ensure that any revised/developed information or awareness are clearly presented to service users, carers and professionals in appropriate formats
 - Commenced a review of Safeguarding Adults training strategy for members and their organisations through the Training and Development Subgroup
 - Agreed to collect, collate and create activity performance information in line with national data collection requirements to inform the strategic development and operational practices of the Safeguarding Adults service in Bexley through our

Quality Performance Management and Quality Assurance Subgroup

- Developed a 3-Year Strategic Business Plan whereby we identified future developments
- Developed a multi-agency Budget from the following statutory agencies –
 - London Borough of Bexley, Adult Social Care
 - Metropolitan Police Service, Bexley
 - Lewisham and Greenwich NHS Trust
 - NHS Bexley Clinical Commissioning Group (CCG)
 - London Fire Brigade, Bexley Team
 - Oxleas NHS Foundation Trust
- Commenced a Serious Adult Review (SAR) through Social Care Institute for Excellence (SCIE) whereby we have -
 - Ensured there is a clear process for commissioning and conducting SARs and other forms of learning review activities within Bexley
 - Established and overseen a process for confirming that lessons are learned and that any recommendations about the way in which local agencies have worked together to safeguard adults at risk are implemented

Members of the Board:

- London Borough of Bexley
- London Metropolitan Police, Bexley
- Lewisham and Greenwich NHS Trust
- Bexley NHS Clinical Commissioning Group
- Oxleas NHS Foundation Trust
- London Fire Services, Bexley
- Inspire Community Trust
- Age UK, Bexley
- Mencap, Bexley
- MCCH, Bexley
- Healthwatch, Bexley
- The Learning Centre (TLC), Bexley Campus
- Bexley Voluntary Service Council (BVSC)
- MIND, Bexley

TRADING STANDARDS – CASE STUDY

The Trading Standards Team visits yearly every bank/building society and post office in the borough to help protect vulnerable customers withdrawing cash to pay to bogus builders.

Bexley residents have been approached in their homes by bogus builders and persuaded to part with large amounts of money. They are often persuaded to pay cash for work which does not need doing, is not completed properly or indeed not completed at all.

Trading Standards were alerted by vigilant bank staff who had been concerned when vulnerable customers had come into the branch to withdraw large sums of cash for so called repairs to property.

Since 2014 £218,542.00 has been stopped being paid out to these unscrupulous traders.

We have a dedicated telephone number 07716 116452 which we can be contacted on if anyone is concerned about a vulnerable customer who is withdrawing cash.

Received telephone call from a Bank Mrs Smith had attended to withdraw £2900 in cash which she stated was for some trees that had been cut down in her garden.

The bank staff asked her how she had got in contact with the traders. She said that she was cold called at her door by a trader and was quickly persuaded into having the work done. Within a few minutes four males arrived at the property and they then appeared to be starting to do some work in her garden.

One of the rogue traders a young male then drove her to the bank in a silver car to withdraw £2900 in cash.

No paperwork was given and Mrs Smith thought that they had attended her property last year.

The Police were called to the bank and she was subsequently taken back to her home. On returning to the home address no traders were on site and no work had been done.

She was given our contact information and her son was contacted to explain what had happened. The Police took statements and put her onto their system for further referrals to other partner agencies.

It transpired that sometime ago she had a head accident and was now very confused.



BEXLEY SAFEGUARDING ADULTS BOARD STATUTORY MEMBER STATEMENTS

A. London Borough of Bexley, Adult Social Care –

The full and wide reaching implications of the Care Act 2014 encompassed many areas of services organised by the London Borough of Bexley, but specifically the placing of Adult Safeguarding on a statutory footing for the first time.

The Care Act sets out a clear legal framework for how local authorities and other parts of the system and its multi-agency partners should protect adults at risk of abuse or neglect.

The London Borough of Bexley has ensured that it was placed to meet its statutory obligations during 2015/16 which included:

- leading a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens
- making enquiries, or request others to make them, when it was thought that an adult with care and support needs may be at risk of abuse or neglect
- establishing a Safeguarding Adults Board, which included the local authority, NHS and police, which developed, shared and implemented a joint safeguarding strategy
- carrying out Safeguarding Adults Reviews when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- arranging for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

A significant change in adult safeguarding, as a consequence of the Care Act 2014, is to provide a personalised approach that enables safeguarding to be done with, not to, people. This has been referred to as 'Making Safeguarding Personal', practice that focuses on achieving improvement to people's circumstances rather than just on 'investigation' and 'conclusion'. An approach

that utilises social work skills rather than just 'putting people through a process'

It is about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end.

During 2015, multi-agency training was developed across Bexley to support changing and improved practice. Evaluations of the training resulted in 85% of the participants rating the training as excellent, with the remaining 15% stating it was good.

Some other areas of achievement during the year were:

- Revision of Adult Safeguarding Policy and Procedures revised in line with the Care Act 2014, Revised Statutory Guidance and London Multi-agency adult safeguarding policy and procedures.
- Provision of access to Advocates for those who would have substantial difficulty in engaging in the process of adult safeguarding and other aspects of Adult Social Care.
- Development of a practice forum for social care staff, coordinated by the Safeguarding Adults Team which brings together outcome information from audits, lessons learnt locally and nationally from casework and emerging best practice. This forum also provides social workers with an opportunity to discuss and reflect on current cases.
- Enhanced work with commissioners of services, quality assurance personnel, adult safeguarding, the Clinical Commissioning Group and the Care Quality Commission to review services and support service quality improvements.
- Regular auditing of safeguarding casework to identify examples of good practice, or to identify areas for improvement.
- Effectively responded to the increased demand of Deprivation of Liberty Safeguards applications.

- Changes as a result of the creation of the Triage Hub have already demonstrated positive outcomes. Further honing of the Hub will result in effective and time critical decision making, assisting with better workflow management of safeguarding Concerns.
- Development of the Care Hub, promoting easy to access online support, guidance, information and assessment. The Hub also provides a wide range of advice and information about the safety of people in Bexley.

Key priorities for 2016/17 are:

- Ongoing implementation of the revised Statutory Guidance and the London Multi-Agency Adult Safeguarding Policy and Procedures.
- Ensure full adoption of Making Safeguarding Personal.
- To ensure continued ability to respond to increasing volumes of Safeguarding Concerns over the next year and beyond.
- To understand and seek to address issues related to human trafficking, modern slavery, sexual exploitation and self-neglect across Bexley.
- Further work to review the 'Adult Safeguarding Workflow' within our recording system to better meet the requirements of the Care Act in order to embed the six principles of adult safeguarding: protection, prevention, accountability, proportionality, empowerment and partnership.
- Our Making Safeguarding Personal (MSP) work programme hopes to continue to engage with key social care staff and multiagency partners who are acting as MSP champions; develop supportive, reflective supervision and learning opportunities for staff; review how and in what circumstances advocacy is made available; develop materials to support practitioners and the people they are working with; develop an appropriate range of recording mechanisms; link MSP into wider personalisation, engagement and prevention initiatives and strategies and gain commitment from partner organisations to making the cultural and organisational changes that are required.

- Continue to promote safe, high quality services across Bexley. We will do this through triangulation of information across all partnerships to support failing services to improve and to assist in management of risk
- Following the Supreme Court ruling, to confirm local arrangements to respond to increasing DOLS applications and identify resources required to ensure peoples liberty is not unlawfully restricted.



B. Metropolitan Police Service, Bexley

This report covers updates in three key areas of Adult Safeguarding within Bexley Police - Mental Health, Domestic Violence and Repeat Vulnerable Victims of Crime/ASB

1. Mental Health

Over the last 12 months Bexley Borough has formed better links with Oxleas by way of a smoother system to contact their senior management; both a switch board number and email addresses have been provided so that immediate concerns can be raised directly. These are usually issues with the 136 Suite at Oxleas House, Queen Elizabeth Hospital (though this is Greenwich Borough, patients sectioned on Bexley Borough are taken there). This improved contact has enabled a smooth handover for officers more often than not and the Mental Health Lead for the Borough has ensured that good experiences highlighted by officers are raised with Oxleas in order that they can identify good practice as well.

Bexley in conjunction with Greenwich and Bromley Boroughs have recently signed an improved joint working agreement with Oxleas. This was the work of Superintendent of Greenwich Borough and has sought to tighten up working practices around Police being called into Mental Health facilities to deal with a live incident. It has also sought to clarify practices where crime is reported from those facilities, specifically focussing on the issue of mental capacity of the alleged suspect at the time of the incident.

In terms of the structure, a Liaison Role was created last September and has implemented a number of improvements to the local structure. There is now an officer assigned as a point of contact for The Woodlands Unit (Mental Health Suite in Queens Mary's Hospital, Sidcup). A number has been provided for the Supervisor on duty there which has been circulated to officers to improve intelligence sharing particularly when officers are dealing with a person in crisis. There is also an officer assigned to monitor the subjects who are sectioned by police through the Merlin system.

In addition each Response Team and Safer Neighbourhood Cluster now has a Mental Health Rep, the intention is that they can develop their knowledge of legislation and local working practices to support their colleagues. This structure is in its infancy and still requires training to be delivered.

The Borough has also forged links with the charity Mind who have an Office on Bexleyheath Broadway. Officers have attended awareness sessions organised by Mind to support friends and relatives of people suffering from mental health problems and the feedback on the officers input has been positive. This project is again in its infancy but it has started well.

Management changes

A Borough Mental Health Liaison Officer has now been recruited to work across the various office locations.

Future developments

The current intentions are to provide training to all PCs on the Borough to refresh and update their knowledge of mental health powers and policies. In addition the Reps for each team will be given enhanced training and invited to attend Liaison meetings alongside the rep to further their knowledge and feed back to their teams.

The PC assigned to monitor the subjects has made contact with Social Services and the intention is have monthly meetings to share information and develop a risk register which will lead on to some early intervention to reduce demand.

There are also intentions to develop better local working practices with The Woodlands unit in particular providing them with checklists of when it is appropriate to call police and improve their knowledge of how to report subjects missing. This can now be facilitated and monitored through the PC assigned to act as their point of contact.

2. Domestic Abuse

Over the past year we have ensured that our processes in the MASH are efficient and effective to identify adult safeguarding issues. We have developed stronger relationships with the CQC and adult safeguarding services to ensure flow of information is effective in relation to incidents at care homes. The CSU staff are aware of the need to investigate these incidents whilst working in partnership with other agencies to safeguard other residents. In relation to DA the borough have been involved in both the one stop shop on a weekly basis and the LFB "first" project. Both these projects have been successful in supporting vulnerable victims of DA and have received substantial MOPAC funding. This has led to better working with third sector organisations and statutory partners to assist victims of DA in escaping harm and reporting to police. In the past 12 months 40% of all reported DV cases have resulted in a caution or conviction.

Future developments

In the future we will be looking to increase the efficiency and effectiveness of the MARAC meeting to adequately risk assess victims and offer support to them and their wider family. Work has also started to increase the closer working relationships with the partner agencies and the wider partnership. This is hoped to ensure that information about the risks victims face can be shared more effectively to improve the service that victims receive.

The current A/DI of the CSU will be looking to implement some changes around local practice to ensure that more crimes are detected and offer victims a real chance of breaking away from controlling, violent relationships.

3. ASB/Vulnerable Victims

Bexley has achieved a 12 month reduction in ASB demand from 4,924 from April 2014 to March 2015 to 4,565 in April 2015 to March 2016. March 2015 Bexley had 40 ASB incidents and March 2016 this reduced to 31 a 23% reduction.

The number of repeat callers has dropped from:

116 (R12 month ended 31 March 2015)

95 (R12 month ended 31 March 2016)

Over the last year Bexley has placed the Anti-Social Behaviour unit under the leadership of Sergeant Clare Penney. The unit has had an investment in staff and is now one Sergeant and 5 PC's. This uplift now allows a more proactive response from the unit and this is shown in the number of Criminal behaviour orders (CBO), parental letters, acceptable behaviour orders (ABC) and dispersal zones. The new ASB legislation has been used to shut licences premises where serious ASB and criminal behaviour has taken place.

Of Note the unit has worked with the LA to instigate the first Community Risk MARAC in Bexley. The MARAC replaces the ASB Action Group and is a multi-agency meeting where the high risk cases dealing the most vulnerable people in the community are discussed and dealt with. The meeting held monthly and jointly chaired by the Police and the LA.

Future developments

The focal point is the ASB MARAC that will be developed with key partners over the coming months.

C. Lewisham and Greenwich Trust

1. Introduction

This report outlines the adult safeguarding practice undertaken by Lewisham and Greenwich NHS Trust (LGT). This is the third LGT Annual Report since integration and recognises the on-going work to harmonise safeguarding provision and practice across the organisation and its services.

An area of challenge is that Lewisham & Greenwich NHS Trust is required to provide assurance and representation to three Local Safeguarding Adults Boards (LSAB's) and three Clinical Commissioning Groups (CCG), namely Lewisham, Greenwich and Bexley. This reporting period has also seen challenges raised by adapting to the safeguarding requirements of the Care Act 2014 and the revised Pan London procedures for safeguarding adults at risk.

2. Safeguarding Obligations

The Trust Adult Safeguarding Manager has during 15/16 focussed on the implementation in practice of the safeguarding elements of the Care Act

3. Current Context

Lewisham & Greenwich NHS Trust has continued to develop the Adult Safeguarding Team to ensure staff have support and guidance to feel confident and safe to raise adult safeguarding concerns easily in a timely manner. Internal alert systems are in place with referral processes to the local authorities if abuse has been identified.

The Trust works in partnership with Lewisham, Bexley, and Greenwich Local Authorities to ensure multi-agency safeguarding procedures reflect the 'Pan London' guidelines and are in place across all its services.

The Trust Adult Safeguarding Procedures include guidance to staff on adult safeguarding, mental capacity and deprivation of liberty, domestic violence, restraint/restriction and Prevent (the safeguarding of vulnerable individuals at risk of radicalisation / exploitation for terrorist activity). The procedures have been updated to reflect the changes within the Pan London guidance and will be launched in June / July 2016.

Lewisham & Greenwich NHS Trust has a strategic plan for safeguarding. Any relevant documents or guidance papers are uploaded into a Safeguarding Handbook on the Trust intranet site for staff to refer to. Safeguarding adults at risk includes any individual age 18 or over.

4. Named Professionals

The Adult Safeguarding Team comprises of-

- Executive Adult Safeguarding Lead
- Adult Safeguarding Manager (Designated Adult Safeguarding Manager)
- Named Doctors for safeguarding adults
- Safeguarding Advisors
- Administrative support

Working in partnership with the team-

- Adults with Learning Disabilities Lead Nurses
- Domestic Violence Advocate

5. Governance Framework

The Trust has a reporting framework via the Trust Safeguarding Committee to the Trust Board and to the Local Adult Safeguarding Boards.

Bi monthly assurance is provided to the Trust Safeguarding Committee. For the next financial year this will now be quarterly.

A summary report is provided to the Trust Integrated Governance Committee after each safeguarding committee meeting and then more detailed quarterly reports. The quarterly reports are also provided to the Commissioning Care Groups.

Monthly and quarterly activity dashboards are completed to provide assurance on safeguarding activity to multi-agencies partners.

6. Safeguarding Activity

All staff can contact the Adult Safeguarding Team to raise an alert if they have a concern about an adult at risk. The alert is then referred to the Local Authority if the concern meets the safeguarding threshold. All safeguarding enquiries are made through the Adult Safeguarding Team.

7. Training

All adult safeguarding training programmes are reviewed yearly to reflect local or national changes to safeguarding adults at risk. Adult safeguarding training for all staff was introduced into the Trust induction in April 2014, ensuring all staff complete adult safeguarding training when they join the Trust. At the end of financial year 2015 – 2016 the Trust were reporting 84% compliance for clinical staff / staff that have contact with patients / service users.

For the next financial year the following additional training sessions will be provided:

- Monthly Deprivation of Liberty / Mental Capacity Training (additional to the Adult Safeguarding training).
- Mental Health first aid.
- Additional monthly WRAP 3 sessions for staff that have not covered WRAP 3 on the Trust induction.

8. Prevent (Prevention of radicalisation)

The Trust has a statutory duty under the Prevent agenda:

- The Prevent Lead for Lewisham & Greenwich NHS Trust is Paul Hodson, Adult Safeguarding Manager.
- The Executive Lead for Lewisham & Greenwich NHS Trust is Claire Champion, Director of Nursing & Clinical Quality.
- Prevent is included in the Lewisham & Greenwich Adult Safeguarding Policy and has been for over a year.
- Lewisham & Greenwich NHS Trust provides training on the Trust induction and the combi mandatory updates.
- The Lewisham & Greenwich Adult Safeguarding Manager attends the sector and local network Prevent meetings.
- Health are invited to the Local Channel Panel as required (Lewisham). CCG partners are regular attenders.

9. Adults with a Learning Disability

The learning disability advisors have been working on information videos that can be uploaded onto the Trust internet site; the videos cover - having a blood test, vital signs and a chest x-ray. Work has commenced on a video tour of the hospital (Queen Elizabeth site) and a group of service users are creating a video talking about the hospital passport and the top 5 tips.

The top 5 tips have been put together by a group of service users who have a learning disability (Research Net group). The group came up with 5 top tips for healthcare staff when supporting someone with a learning disability. Banner pens have been ordered and the Research Net group will be coming to the hospital during learning disability awareness week to hand these out (Queen Elizabeth site). The Top 5 Tips are also on posters.

Flagging systems on both sites are now in place to alert staff to involve the learning disabilities advisors if a patient is admitted. On the Queen Elizabeth site, the learning disability advisor is trialling the running of a daily report to identify adults with a learning disability that have passed through the Accident & Emergency Department.

Work has commenced on an emergency admissions pathway for adults with a learning disability. The advisors are in the process of organising events for learning disability awareness week, June 20th-26th.

10. Audits

The Trust completes a quarterly adult safeguarding activity dashboard to our partner commissioners to provide assurance of its safeguarding systems. The Trust completes a yearly Adult Safeguarding Audit and Assurance Framework and attends the local Safeguarding Board Challenge Events.

An audit of compliance with DOLS guidance has been completed and has progressed onto data analysis stage. Recent audit completed of the Queen Elizabeth site looking at signage and access to services for adults with a learning disability. Yearly Adult safeguarding Audit and Assurance Framework now completed for 2016.

The LD nurses completed an audit of the hospital passports to look into whether people with learning disabilities were coming into the hospital with the document, whether the nurses were aware that the patient had a passport and if it informed practice. The audit found that out of 13 patients that came into the hospital with a LD, 7 of those had a hospital passport. Of the 7 that had a passport, the hospital staff was aware of the document and for 6 of the 7 patients this informed practice and care provided. The conclusion from the audit was that more training would need to be provided in the community/hospital to ensure that people with a learning disability have access to a hospital passport. The LD liaison nurse went to a carers group in Greenwich and spoke about the passports and how they can be accessed. The LD liaison nurse spoke at the Greenwich Big Health Check day on the hospital passports. The service users has some great feedback on the hospital passports including whether there can be a small credit card sized version.

11. Achievements 2015-2016

- Growth of Adult Safeguarding Team to include expertise in domestic violence and adults with learning disabilities
- Proactive response to the Care Act
- Review of Adult Safeguarding Policy
- Increasing number of staff have now received WRAP 3 training
- Trust infrastructure reflects the principles of safeguarding
- Reporting structure from Adult Safeguarding Operational Group up to Trust Board
- Prevent gap analysis (Prevent Statutory Duty response)
- Significant progress made with the 6 standards for adult with learning disabilities (Healthcare for all)
- Purchasing of pagers that can be handed out to deaf service users. Outpatient staff can call the pagers when the service user is being called for their appointment. The pager will vibrate, indicating that the service user is being called for their appointment.
- Additional funding achieved for e-learning deaf awareness training.
- Flagging system in place for adults with learning disabilities, triggering automatic referral to Learning Disabilities Lead (QE site)

12. Challenges

The challenges during this reporting period have been:

- Introduction of the Care Act 2014 – Significant impact on adult safeguarding services and how the statutory duty will be met.
- Increase in Deprivation of Liberty Authorisations since the Cheshire West Ruling.
- Introduction of a statutory duty to meet the requirements of the Home Office Prevent agenda.
- Challenges for an acute Trust in safeguarding adults at risk when working with multi agency partners across different boroughs and different adult safeguarding boards.
- The safeguarding of children and young people and the safeguarding of adults are separate teams. LGT has developed improvements in joint working across the teams, e.g., shared strategic plan, and shared safeguarding meetings.
- Maintaining an awareness of developing risk to vulnerable people such as the increase in modern slavery in the UK. Ensure that our policies can flex to up and coming need.
- Aligning safeguarding process with other Trust procedures such as disciplinary procedures and the serious incident process. Sometimes different processes do not also work in parallel.

13. Objectives for the next year

The 2016 – 2017 objectives for Lewisham & Greenwich NHS Trust will focus on:

- 6 key principles of adult safeguarding
- Mental Capacity Assessments / Best Interest Process / Deprivation of Liberty
- Modern Slavery

D. Bexley Clinical Commissioning Group (CCG)

Achievements:

- During 2015 NHS England (London) completed a review of adult safeguarding as part of the assurance process for London CCGs.

The process examined:

- governance arrangements
- workforce
- capacity
- assurance

Three out of the four areas demonstrated 'good assurance'. Workforce provided 'limited assurance', as provider organisations had not fully completed safeguarding training. Plans have been agreed to ensure completion.

- 100% of CCG staff have attended a mandatory training workshop to raise awareness of Prevent
- Adult safeguarding, MCA/DoLS and Prevent training has been provided to GPs
- A pre-requisite of the service procurement process requires evidence of sound safeguarding adult arrangements
- The CCG Quality alert management system (QAMS) was extended to care homes, enabling care homes to raise their concerns on behalf of their residents. The CCG acts as a facilitator between the home and the provider to ensure a response to their concerns. The CCG uses the intelligence gained from QAMS to highlight themes and trends and advise on areas of improvements and inform future service development.

Joint working arrangements with London Borough of Bexley have continued to be strengthened over the year. This has been demonstrated by:

- Introduction of care home pressure ulcer panel in partnership with London Borough Bexley to support the reduction of avoidable pressure ulcers
- Development of a quality dashboard listing all CQC registered providers in Bexley who report directly into NHS England (excludes dentists). This supports the monitoring of services to improve quality of care.
- A joint quality assurance initiative in partnership with London Borough of Bexley for care homes, including learning disability and mental health care homes; consisting of joint assurance visits and shared dialogue with CQC about registered providers in the Bexley.
- Continued work to ensure attendance at all borough safeguarding adult cases and at meetings
- Improved partnership working and intelligence gathering on safeguarding and quality assurance issues in the domiciliary care provision sector.

Priorities for 2016/17:

- 1) Working with CCG colleagues, GPs, care homes and other health providers to gain assurance that they are compliant with mental capacity legislation to ensure that patient's human rights are being upheld.
- 2) In partnership with social care colleagues, implement a dynamic providers' forum to share information and improve practice in care homes – with particular attention to medicines management and patient safety.
- 3) Medicine management, prescribing and embedding the principles of the Mental Capacity Act through support to care homes by the care home pharmacist
- 4) Working with commissioned health providers and care homes to support improvements in communication and access to treatment for their residents.

E. Oxleas NHS Foundation Trust

Oxleas is a provider of mental health, learning disability, and community health services across Greenwich, Bexley and Bromley.

The Oxleas Director of Nursing is the Executive Lead for safeguarding within the trust. The trust works in partnership with Bexley, Bromley and Greenwich Local Authorities and whilst the trust is not a statutory member of the Safeguarding Adult Boards, representatives from the trust attend the Boards and their sub groups. The Trust is represented at other multi-agency panels within the Boroughs including MAPPA, MARAC and Channel.

Within Oxleas we have continued to develop the safeguarding adult team. Oxleas Safeguarding Adults Committee meets bi-monthly and is responsible for monitoring practice in relation to safeguarding and mental health legislation, including the Care Act 2014, Mental Health Act 1983 and Mental Capacity Act 2005. Any risks identified in relation to safeguarding are reported to the Trust Quality Board via the Patient Safety Group. The committee promotes working in partnership with other agencies and is attended by representatives from the Local Authorities and CCGs.

Safeguarding activity during the year included:

- Working with the clinical transformation team to develop electronic recording of safeguarding activity. This work is ongoing.
- Commissioning and delivery of face to face MCA workshops – almost 500 staff have attended a workshop designed to update their knowledge of MCA and DoLS and to assist staff in considering how to apply their understanding of the legislation in their role.
- We have updated our safeguarding adults guidance for staff in line with the Care Act 2014 and the revised Pan-London multi-agency procedures.
- We have developed and recruited to two new roles for the safeguarding team. A safeguarding systems and administration post and a safeguarding adults co-ordinator post.
- We have set up a mortality surveillance group to review all deaths of people known to services.
- We have updated our safeguarding awareness e-learning for non-clinical staff and our safeguarding adults awareness e-learning for clinical staff following the implementation of the Care Act 2014.
- We have produced a leaflet to raise awareness of Prevent which has been delivered to all staff across the organisation.
- Our Human Resources team undertook an audit in relation to agency staff and pre-employment checks. The audit identified that the agency had not carried out appropriate checks on all of their staff. We immediately stopped using the agency and alerted other organisations to our findings.
- We have focussed on ensuring all staff receive regular and effective supervision.

The trust has completed the annual Safeguarding Adults at Risk Audit Tool (SARAT). The results of the self-assessment have been presented to 'challenge events' at the Safeguarding Adult Boards. Areas of good practice identified by the audit were:

- MCA Lead clinician Role – we have an identified consultant psychiatrist who can provide advice on MCA related matters to staff across the trust. This clinician represents the trust on the CQC advisory group for MCA & DoLS. The lead clinician chairs the trust MCA steering group which this year has; reviewed and updated the MCA & DoLS policy, produced an admission guide for junior doctors 'assessing capacity to consent to informal admission for psychiatric treatment', led on a trust wide audit in relation to MCA in practice, worked with the trust communications team to record a short film for staff about the MCA.
- Duty of Candour - Supporting an open and honest culture is a workstream within our sign up to safety campaign. As part of this we have a 'being open and duty of candour' policy, and further information is available for staff on the trust intranet, including guidance on roles and responsibilities of nursing staff and duty of candour video.
- In July 2015 Oxleas was ranked among the top ten in the HSJ list of 100 best NHS organisations to work for in England. The 2014 NHS staff survey figures identified that our staff rated us best in the country in five areas:
 - Effective team working
 - Effective appraisals
 - Reporting errors/incidents
 - Fairness of reporting incidents
 - Not experiencing work related stress

Our priorities for the coming year are:

- Review all levels of safeguarding adult training to ensure that the trust provides training in line with Safeguarding adults: roles and competences for healthcare staff - Intercollegiate Document.
- To work with partner agencies to ensure that the principles of Making safeguarding personal are fully embedded in all aspects of safeguarding practice from training through to s42 enquiries.
- Strengthening our work in relation to clients who experience domestic abuse, ensuring that the NICE quality standard is embedded into everyday practice for all staff across all disciplines and care sectors.

DEPRIVATION OF LIBERTY SAFEGUARD REFERRALS

The Deprivations of Liberty Safeguards (DoLS) are part of the legal framework set out in the Mental Capacity Act 2005 to safeguard the rights of people who lack the mental capacity to make decisions for them.

They set out a process that hospitals and care homes must follow if they think it will be necessary to deprive a person of their liberty, in order to deliver a particular care plan in the person's best interests. Since the landmark judgement in 2014 this now extends to Supported Living, Shared Lives, and people in their own homes. This judgement even extended DoLS to include children in Residential Placements, Foster Placements and Educational Residential Homes.

The European Court of Human Rights established the principle that 'no one should be deprived of their liberty unless it is by a procedure prescribed by law'. The DoLS provides a legal framework for any deprivation of liberty for anyone in a hospital or care home, all others DoLS need to (at the time of writing) be placed before the Court of Protection:

The safeguards ensure:

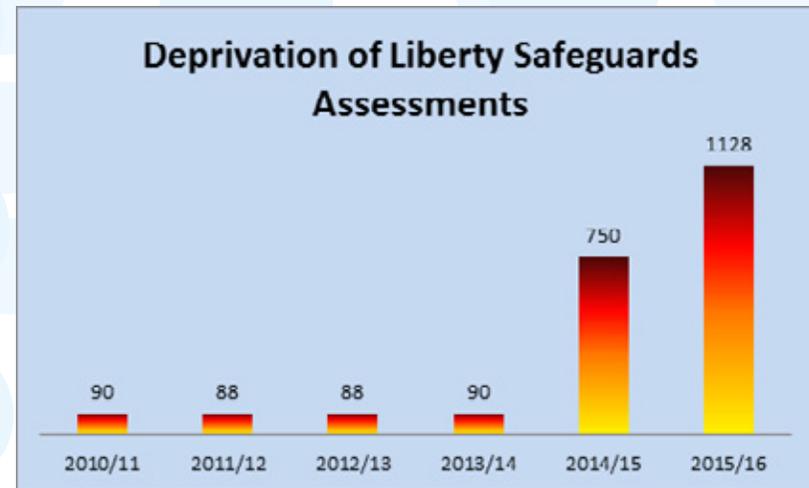
- The arrangements are in the person's best interests
- The person is appointed a representative
- The person has a right of appeal
- Arrangements are reviewed and continue for no longer than necessary

National Developments

On 19th March 2014 there was a landmark ruling as to the circumstances that amount to a deprivation of liberty. In the case of *P v Cheshire West*, the Court decided that the Deprivation of Liberty Safeguards were now appropriate in circumstances where a person without mental capacity, is not free to leave a care home or hospital and is subject to continuous supervision and control.

This new judgment received a response from the government which included commissioning the Law Commission to carry out a consultation (completed) and revamp of the DoLS legislation. An interim report is due imminently and the LBB have a representative that will meet with the Law Commission for further consultation, first one taken place late May 2016.

The London Borough of Bexley has made arrangements to ensure its compliance with statutory duties despite this significant increase in numbers of assessments.



Mental Capacity Act 2005

The Bexley Local Implementation Network report to the Board continues to ensure that agencies/providers are aware of changes to practice and legislation in relation to the Act.

The Board will seek to promote increased awareness in 2016/17 through the MCA/DoLS Team and partners. We must work together to promote knowledge, understanding and use of the Mental Capacity Act, Independent Mental Capacity Advocates (IMCAs) and Deprivation of Liberty Safeguards (DoLS), all protect the rights and interests of all the vulnerable people the Board serves.

CASE STUDY

This case shows how statutory agencies worked together, in 2015, following a concern raised by the Metropolitan Police about a vulnerable adult reported missing. Kate was a woman with Muscular Dystrophy and had no access to money and had poor mobility.

A multi-agency meeting was held at Bexley Civic Offices which included the Police, Social Workers, Adult Safeguarding Team, MASH and a representative from the Domestic Violence Advocacy service.

The vulnerable person, Kate, was found several days later many miles away from Bexley and her family home. The agreed plan was for the Police to interview her first to establish reasons for her going missing and whether any crime had been committed; the social workers undertook a mental capacity assessment and confirmed that she was able to provide informed consent or make certain decisions, such as what action if any she wanted agencies to take.

Social workers at Bexley had arranged for a temporary place of safety following Kate's decision not to return to the family home that night and following Kate's decision, her belongings and medications were collected by social workers and police officers from the family home.

Kate was supported to consider whether she wanted to have contact with anyone and she requested to see her adult children and only to be notified about her husband's welfare. Kate has successfully been able to maintain family relationships since leaving the family home; including, meeting with her daughter under supervised contact to ensure safety.

Likewise, Kate's extended family, requested to have contact with the Kate who again was consulted. With agreement of both the head of service and Kate, she was able to meet with the family

member and she has maintained regular phone contact with her brother and sister.

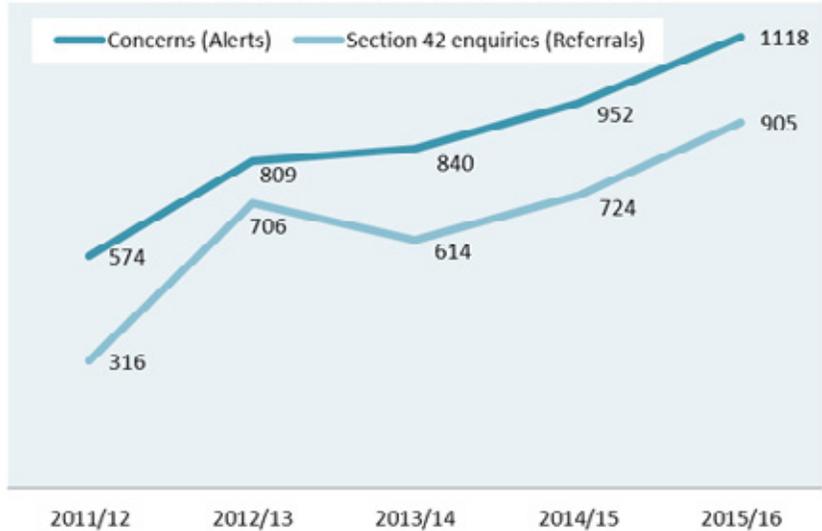
The Police, based upon the videotaped disclosure of Kate, were able to arrest one person and continue to make their enquiries.

Ongoing support has been available for Kate with her re-housing needs and she has been offered an appropriate property suitable for her needs within the borough in accordance with her wishes. Kate has also been supported to open her own bank account.

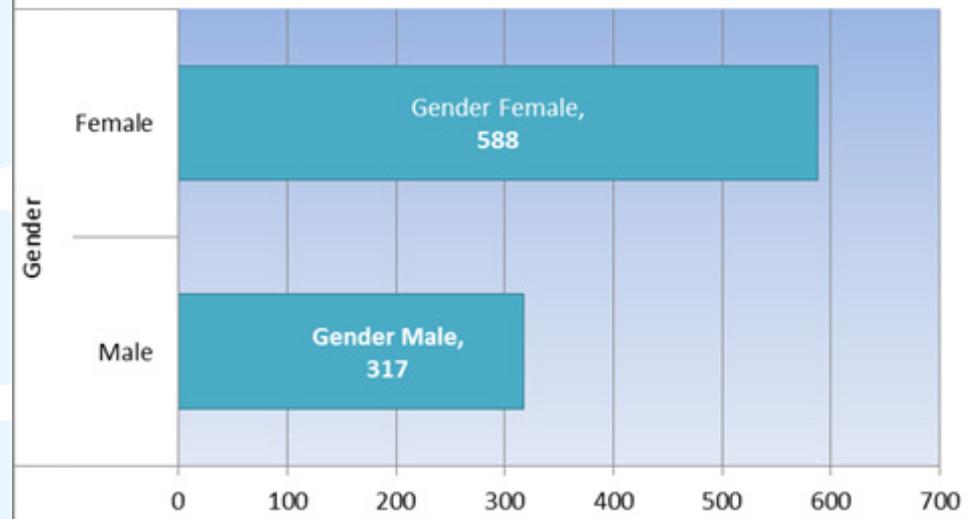
This case and on-going work examples how the statutory nature of adult safeguarding and multi-agency work to protect people works in practice.



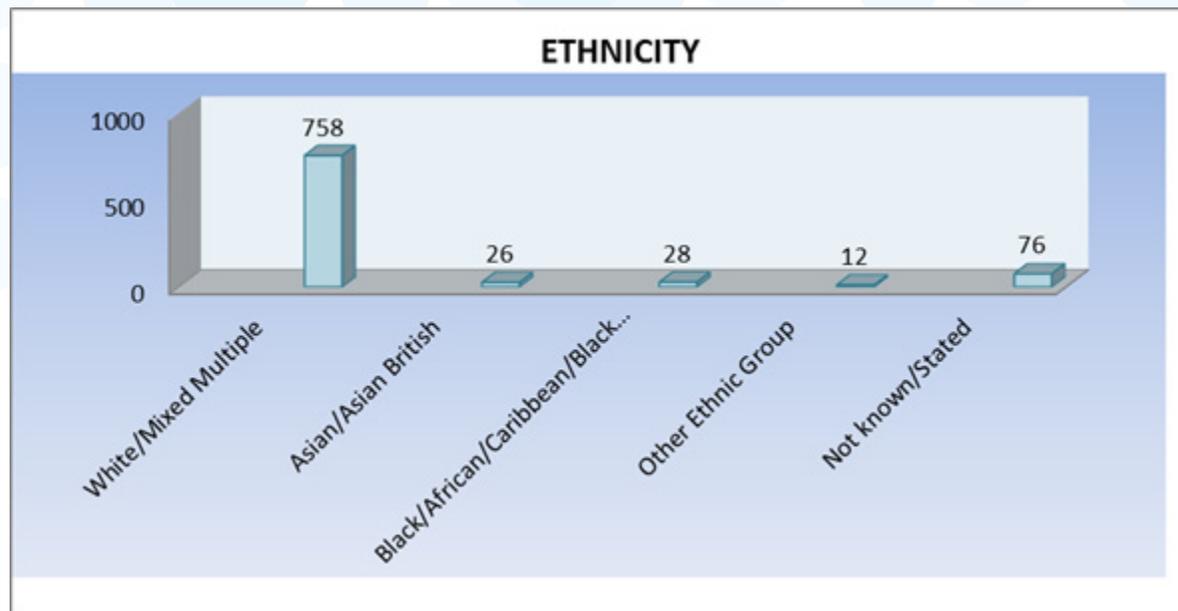
Safeguarding Adults Concerns

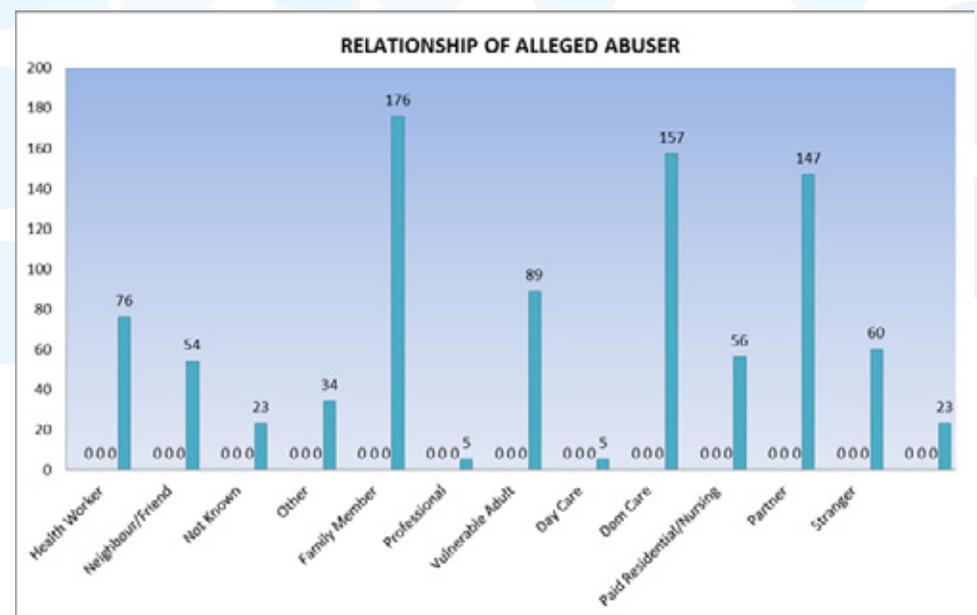
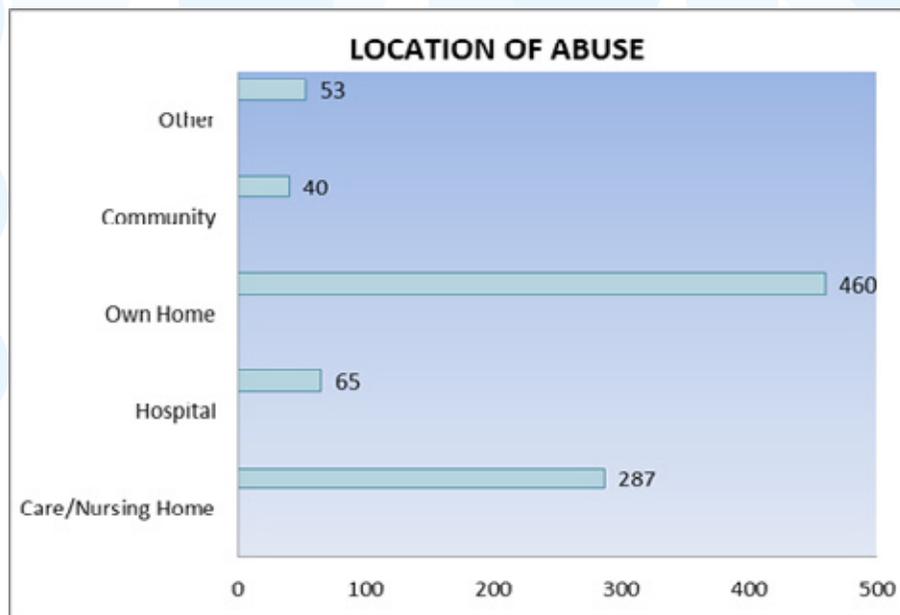
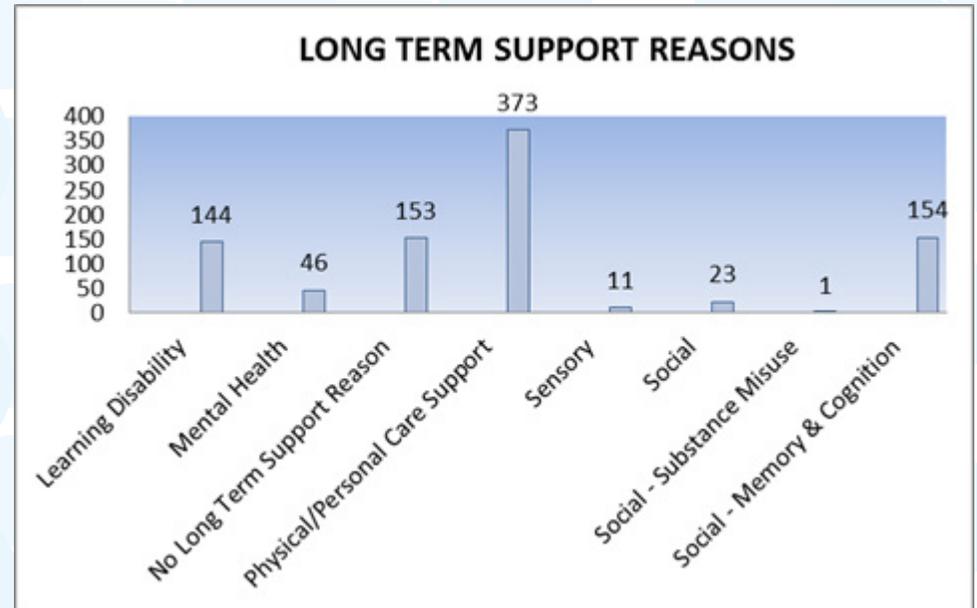
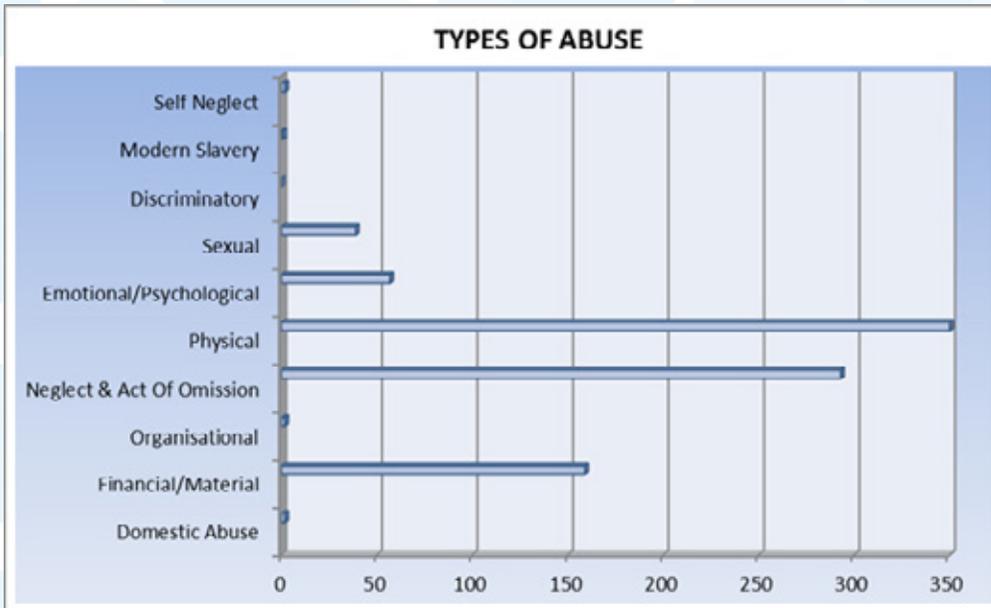


GENDER



ETHNICITY





	Key Action	Strategic Aim	Supporting Actions
A	Produce an Annual Report for 2016-2019 and each year thereafter detailing achievements and priorities as a Board	Protection Prevention Proportionality Partnership Accountability Empowerment	Report to Board for approval including Performance Data (as needed) Task & Finish Group (where applicable) Scrutiny Panel for Approval Produce an Ea d – Expressions of Interest to Board for Application of commissioned work
B	Explore use of a Risk Register for the Safeguarding Adults Board	Accountability Protection Prevention Partnership	Hold Challenge Events across Board Agencies/Partners including LBB Directorates Review Budget Contributions from Statutory Agencies/Partners including costs for SAR Nominate/Agree Vice Chair for the BSAB Access LBB's Risk Register Access Oxleas Risk Register Lack of Attendance at Board to be addressed by Chair
C	Make provisions to ensure that Safeguarding in Bexley is consistent with the statutory functions of the Care Act	Protection Prevention Proportionality Partnership Accountability Empowerment	Local Authority to make enquiries – statistical data reports Chairs Group Meetings Review of the Business Plan Review of the Risk Register Budget Review Meetings Audit Tool Reviews

D	Review the work streams of the Board, ensuring these can effectively take forward the strategic aims and vision of the Board	Protection Prevention Proportionality Partnership Accountability	Annual Development Day Sub-Group Meetings Chairs Group Meetings Board Meetings Annual Challenge Events
E	Review the Board's Strategic Plan	Protection Prevention Proportionality Partnership Accountability Empowerment	Annual Development Day Sub-Group Meetings Chairs Group Meetings Board Meetings Annual Challenge Events
F	Appoint a Business Manager to support the SAB	Protection Prevention Proportionality Partnership Accountability Empowerment	Recruitment
G	Service User feedback and engagement	Empowerment Partnership Prevention	Engage with User Led Groups and Representatives (Including service users, carers groups) Sub-Groups to support involvement and participation in a meaningful way (e.g. outcomes-based and feedback)
H	Review the current performance data in relation to the delivery of training	Prevention Protection Partnership	Identify needs analysis following Challenge Events Sub-Group Feedback and Support

I	Develop a peer to peer network to improve the quality of training across the partnership, incorporating learning from practice in Bexley	Partnership Empowerment Prevention Protection Accountability	Chairs Group Meetings Sub-Group Meetings
J	Implement the application of the Safeguarding Adults Competency Framework across partner agencies in Bexley	Protection Prevention Proportionality Partnership Accountability Empowerment	Monitoring Compliance through - Chairs Group Meetings and Sub-Group Meetings
K	Keeping agencies in Bexley accountable on MCA, DOLS, Safeguarding Training especially to those that do clinical and social care reviews	Protection Prevention Proportionality Partnership Accountability Empowerment	Challenge Events Local Implementation Network (LIN) Meetings Chairs Group Meetings
L	Review SAR Policy and Toolkit	Protection Prevention Proportionality Partnership Accountability Empowerment	Develop a SAR protocol that includes range and scope for learning / methodology Chairs Group Meetings
M	Develop and implement a process for reporting performance in relation to SAR action plans	Protection Prevention Proportionality Partnership Accountability Empowerment	SAR / Best Practice & Learning Sub-Groups Chairs Group Meetings

N	Provide regular 'SAR Learning Briefings' for frontline staff across agencies to enable dissemination of key messages	Protection Prevention Proportionality Partnership Accountability Empowerment	SAR / Best Practice & Learning Sub-Groups Chairs Group Meetings
O	Provide regular updates to Board of progress in relation to Safeguarding Adult Reviews being undertaken	Protection Prevention Proportionality Partnership Accountability Empowerment	SAR / Best Practice & Learning Sub-Groups Chairs Group Meetings
P	Undertake member annual self-assessment in line with Board requirements	Protection Prevention Proportionality Partnership Accountability Empowerment	Audit Tool Feedback through Challenge Events
Q	Plan and complete a programme of practice audit to inform the work of the Board	Protection Prevention Proportionality Partnership Accountability Empowerment	Performance Management and Quality Assurance Sub-Group Meetings
R	Follow up on Outcomes and Lessons to be Learned	Protection Prevention Proportionality Partnership Accountability Empowerment	Best Practice & Learning Sub-Group Meetings Chairs Group Meetings

S	Feedback and Communication on Tracking of trends both nationally and locally	Protection Prevention Proportionality Partnership Accountability Empowerment	Performance Management and Quality Assurance Sub-Group Meetings Chairs Group Meetings
T	Agree strategic objectives of a prevention of abuse campaign, and the approach required to achieve these objectives	Protection Prevention Proportionality Partnership Accountability Empowerment	Publicity & Communications Sub-Group Meetings Chairs Group Meetings
U	Develop a plan to promote the identity and work of the Safeguarding Adult Board	Protection Prevention Proportionality Partnership Accountability Empowerment	Publicity & Communications Sub-Group Meetings Chairs Group Meetings
V	Improve the accessibility of information in line with the EIA	Protection Prevention Proportionality Partnership Accountability Empowerment	Allocate Equalities Impact Assessment Chairs Group Meetings
W	Produce a DoLS annual report 2016-2019 and each year thereafter	Protection Prevention Proportionality Partnership Accountability Empowerment	Ensure Annual Report includes information on MCA/DoLS each year Receive periodical updates regarding – Board, Data/ Statistics, Application and Outcome Feedback from Providers across Bexley

X	Develop a robust approach to the Transitions clauses in relation to the Care Act in order to implement the MCA 16+	Protection Prevention Proportionality Partnership Accountability Empowerment	Statement on what Transitions /ASC are doing in Bexley to implement the Care Act and the MCA
Y	Develop a joint approach with Children's Services to ensure that the MCA is fully implemented within Children's Social Care and its relevant partners	Protection Prevention Proportionality Partnership Accountability Empowerment	Identify from LSCB and CYPS Plan (Business Manager) – Identify a CYPS Representative for BSAB
Z	MCA LIN maintains an overview of partner MCA/DoLS audits, performance and activity measures	Protection Prevention Proportionality Partnership Accountability Empowerment	Identify CYPS Plan to incorporate Care Act and MCA into CS
AA	Develop an Easy Read Fact Sheet aimed at people alleged to have caused harm, informing them of the safeguarding procedures	Protection Prevention Proportionality Partnership Accountability Empowerment	Sub-Group Meetings Chairs Group Meetings
AB	Develop operational guidance for agencies responding to people who self-neglect	Protection Prevention Proportionality Partnership Accountability Empowerment	LBB responsible to get sign-off by Board

AC	Joint working and multi-agency alignment on meetings; dates/times and participation to be meaningful	Protection Prevention Proportionality Partnership Accountability Empowerment	Organisational Structures Ensuring preparedness / Calendar / Dates / Sequence of Events / Prevent overlaps Creating Links to other Boards
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Useful Contact Details -

London Borough of Bexley

Bexley Civic Offices, 2 Watling Street, Bexleyheath, Kent DA6 7AT
During office hours on 0208 303 7777
Out of office hours (Emergency Duty Team) on 0208 303 7777

Oxleas NHS Foundation Trust (Mental Health)

During Office Hours (Intake & Liaison Team) on 01322 356100
Out of office hours (Urgent Advice Line) on 0845 608 0525

Metropolitan Police Service

Where the concern may also be a crime you can report this to the MPS. In an emergency, always dial 999, or for non-emergencies call 101. You can also report crimes online, in police stations, or call Crime stoppers on 0800 555 111

Care Quality Commission

03000 616161 or enquiries.london@cqc.org.uk

Other Useful Contacts -

Action on Elder Abuse Helpline

0808 808 8141

Mencap Whistleblowing Helpline

0800 724725
www.mencap.org.uk

Modern Slavery Helpline

0800 0121 700
www.modernslavery.co.uk

The Forced Marriage Unit

0207 008 0151
www.fco.gov.uk/forcedmarriage

The Citizens Advice Bureau

01322 517150
http://www.bexleycab.org.uk/

Victim Support Helpline

0845 3030 900
www.victimsupport.org.uk

Health and Safety Executive

www.hse.gov.uk/

Office of Public Guardian

020 766 47734
www.justice.org.uk

Public Concern at Work

020 7404 6609
www.pcaw.co.uk

Stop Hate UK

0800 138 1625 (24hours)
www.stophateuk.org

