

Learning from SAR – BA

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Main learning outcomes and recommendations

- Risk assessment and improved knowledge of impact of mental health on services
- Cross organisational and departmental working - communication and sharing of information and working
- Application of safeguarding criteria and process



How are we different now?

- Integrated Services in Bexley Care
 - Single Point of Contact
 - Triage function
 - Virtual integrated teams

Leading to more robust and multi- disciplinary and skilled screening and risk assessment at point of contact / referral

Improved communication cross organisation and multidisciplinary response to referrals

Implementing one process for safeguarding enquiries to improve overarching oversight for ASC.

How are we different now?

- Integrated Case Management Meetings
 - Primary Care, Voluntary Sector and Bexley Care
 - Complex support and early identification of people when needs begin
 - Cross organisational communication about people who may need access to support or we are concerned about



How are we different now?

- Access to information via IT systems
 - Connect Care
 - Cross access to Liquid Logic Adults System and Rio in Bexley Care
 - Single Assessment process and sharing of information across Bexley Care



Governance of SAR's

- **Internally**
- SGA committee
- Locally through patient safety groups – Bexley PSG
- Information available on intranet
- **Externally**
- SAR sub group
- Actions fed back to SAB

Mrs BA actions

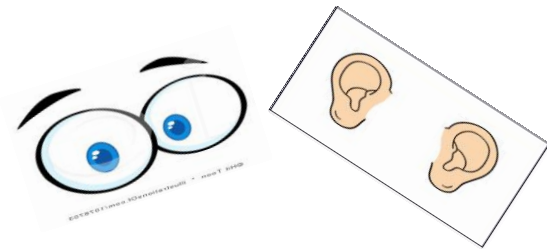
FINDING 4 -				
Joint Training Programme for Mental Health Professionals and NRPF Team on the Immigration and Appeals Process	BSAB to organise MH and NRPF Teams to have immigration and appeals process training and to ensure that details of Immigration SOCS are available on the BSAB website	BSAB Bexley MH and NRPF Team	01/10/2019	Staff from Oxleas attended joint training in June with NRPF team
Review current arrangements to improve joint working and responsibility for delivering support, including communication to this group between NRPF Team and Mental Health Services.	MH and NRPF Teams to feedback to Sub Group on what communication pathways exist and show evidence of its effectiveness.	Bexley MH and NRPF Teams	01/10/2019	awaiting confirmation of how this will be evidenced

Mrs BA actions

FINDING 5 -				
Ensure Mental Health Crisis Line is accessible and available 24 hours a day	BSAB MH partners to share their details with BSAB for sharing on website after reviewing accessibility to the numbers and evidence that the public know how to use it.	MH Partners	01/07/2019	Mental Health Urgent Advice Line: 0800 330 8590 (24 hour service) http://oxleas.nhs.uk/advice-and-guidance/how-to-get-help/

Changes in the pipeline!

- ASC Pathways proposal
 - Third sector, Housing providers and domiciliary care providers becoming trusted assessors for Care Act services
 - Widens the trained assessors workforce and increases the prevention offer so we can identify risks earlier and enables earlier raising of concerns
 - Increases cross organisational communication even further and expands membership of ICMs



What else we need to focus on?

- Focus on our application of safeguarding criteria
 - Are we too focused on physical care needs?
 - Are we consistent with our application of our prevention in relation to safeguarding?
 - Do we need to formalise our prevention intervention to strengthen the risk assessment aspect of this?

What we do know and what we are going to do.

Safeguarding Concerns referred

2018/19

1141 new safeguarding concerns received

320 (28%) became Section 42 enquiries

2017/18

1133 new safeguarding concerns received

352 (31%) became Section 42 enquiries

- Undertake analysis of concerns that did not proceed to section 42
- Consider whether non statutory safeguarding enquiry might have benefitted the management of risk
- Develop further guidance for staff when considering application of section 42 enquiry to include greater emphasis on early intervention/prevention
- Develop more detailed analysis of outcomes other than section 42 enquiries

Question

