

Health and Adult Social Care Overview and Scrutiny Committee

BRIEFING NOTE – No10/12

Date: December 2012

Briefing paper to: All Members of the Health and Adult Social Care Overview and Scrutiny Committee

Purpose: To update Members on safeguarding of vulnerable adults activity

1. Referral data

- 1.1. Medway has a well-established policy and protocols for safeguarding vulnerable adults which have been developed and implemented through the Kent & Medway Multiagency Safeguarding Adults Board and associated governance structure. The policy, protocols and guidance were updated in July 2012¹.
- 1.2. During 2010/2011 and 2011/2012 Medway had respectively 324 and 415 adult protection referrals. This represents an increase of 28% from 2010/2011 to 2011/2012. This increase would reflect the work of the public and staff awareness campaign. This reflects the continuing efforts made to raise awareness of adult abuse. Compared to other unitary authorities (The Health and Social Care Information Centre 2011) *Medway Towns* referrals were below average by approximately 30%.
- 1.3. Following public awareness campaigns the number of referrals from the victim, family or friends is increasing. Medway Council is ranked second, in its comparator group, for the highest number of referrals from this source (2010/2011) with 21% of referrals from this source. In the first two quarters of 2012/13 this has further increased to 24%. This is a good indicator that safeguarding awareness is good in the community and routes for reporting are known.
- 1.4. The number of our repeat referrals has decreased since last year. In the first two quarters of 2012/13 the rate is 14% down from 20% in 2011/12. We will be auditing our repeat referrals in Quarter 4 in order to measure the effectiveness of the existing protection plans.
- 1.5. Our referrals are mainly from health and social care partners, making up between 60-70% since 2010. The referrals from the police are increasing, as we have received 11 referrals in the first two quarters of 2012/13 compared to 7 in total last year.
- 1.6. Since the Mental Health Social Work Team has transferred back to Medway Council in February 2012, they have dealt with 72 new referrals up until the end of Quarter 2.

¹ Safeguarding Vulnerable Adults Adult Protection Policy, Protocols and Guidance for Kent & Medway 2012 - <https://shareweb.kent.gov.uk/Documents/adult-Social-Services/adult-protection/adult-protection-policies-protocols-and-guidance.pdf>

They have a dedicated post for ensuring that any adult protection referrals are allocated, monitored and closed within our agreed performance measures. In the same timeframe they have also closed 73 cases.

- 1.7. In 2011/12 the majority (43%) of alleged abuse takes place in the person's home with the alleged perpetrator being either partner/family/friends or neighbour (39%). This reflects national research which indicates that 4-6% of older people feel that they have been neglected or mistreated by the person who is caring for them.²
- 1.8. Just over a third of referrals of alleged abuse occur in residential or nursing care homes.
- 1.9. Allegations of physical, neglect and financial abuse are the most common types of abuse reported.
- 1.10. In 2011/12 and 2012/13 (Q1 & Q2), 48% and 38% of cases, respectively were determined as unsubstantiated. The number of cases found to be substantiated have increased from 36% to 40% in the same timeframes.
- 1.11. All protection plans are reviewed 6 months following the case conference.

2. Update on the improvement plan

Develop awareness raising strategies that target specific professional groups, such as general practitioners (GPs), businesses, and communities of interest.

- 2.1. Medway Community Healthcare (MCH) continue to support both their salaried GPs and dentists attending the multiagency Level 2 safeguarding adults training for practitioners, currently run in-house in partnership with NHS staff.
- 2.2. MCH is supporting GP practices to nominate a safeguarding adults practice lead and have a 75% take up across Medway so far.
- 2.3. Since July 2012, most primary medical services providers have been invited to apply for registration with the Care Quality Commission and will need to be registered by April 2013. The aim of the CQC registration is to ensure that patients can expect all health and social care services to meet the essential standards of quality. Outcome 7 of the essential standards relates to safeguarding patients from abuse. We have had a number of requests for leaflets and posters from GP surgeries.
- 2.4. In conjunction with Medway Safeguarding Children's Board and NHS Kent and Medway we assisted in the delivery of a second GP practice training day for safeguarding leads in October 2012. The day covered practice systems, safer recruitment, training and both the Royal College of General Practitioners Toolkit for Child Protection and the BMA Toolkit for safeguarding vulnerable adults.

² O'Keeffe, Madeleine. *UK study of abuse and neglect of older people: Prevalence survey report*. Comic Relief, 2007.

- 2.5. *The Thursday Club*, a group of over 70 senior citizens who meet at St Matthews Church Hall, Rainham had a safeguarding adults presentation in March 2012.
- 2.6. Following an awareness presentation to the Medway Ethnic Minority Forum (MEMF) earlier in the year, officers from trading standards and safeguarding visited a Hindu Seniors Group to discuss 'how to protect yourself from abuse', in September 2012. This is the start of further presentations that will be planned in conjunction with the chair of the MEMF with other BME groups in Medway.
- 2.7. A public awareness campaign ran for a week in June 2012. Officers from trading standards, adult social care and NHS promoted the message of protecting yourself from abuse, particularly targeting the older population about financial abuse and doorstep selling. Information stalls were in Gillingham and Strood markets, Pentagon Shopping Centre and Rochester Hub across the week. A further stall, shared with library staff, was present at a community information event held in Rainham Shopping precinct in August 2012; this was held at a later date due to the poor weather conditions on the original date in June.
- 2.8. Medway Council has been chosen to pilot a project by *Dignify*³, who are based at Toynbee Hall, to run a one-day training course designed to give people the skills and confidence to raise awareness of safeguarding issues with older people. The interactive course takes participants through a series of practical hints and tips on creating a comfortable environment, introducing the subject of elder abuse and encouraging interaction and conversation around these issues. Participants leave the session with a 'toolkit' and a set of guidance notes that will enable them to put what they have learned into practice.
- 2.9. This training is being piloted on behalf of the SAB and is aimed at those who work with older people in day-centre, outreach or sheltered housing settings within Medway. The training will take place soon and will be evaluated over a period of 12 months.

Develop an approach to auditing work under the Mental Capacity Act that focuses on quality and outcomes

- 2.10. Marilyn Kitchenham, Mental Capacity Act and Deprivation of Liberty Safeguards Manager is leading this area of work and is working with the Kent and Medway Local Implementation Network (LIN) in rolling out an audit programme in Medway.
- 2.11. Between June and August 2012 her team audited 6 cases in each of the adult teams, making 42 in total.
- 2.12. The audit revealed compliance with the MCA and there were some examples of very good practice.

³ For more information about Dignify at Toynbee Hall see: www.toynbeehall.org.uk

- 2.13. Service Managers and individual Team Managers were given written feedback and learning points for their own teams' results at the end of October 2012.

Ensure that adult social care makes a more direct and visible contribution to the community safety agenda

- 2.14. Officers from adult and childrens social care attend the Medway Community Safety Partnership's Domestic Abuse Sub-Group, Kent & Medway Domestic Abuse Operational group and the Kent & Medway Domestic Homicide Steering Group.
- 2.15. There are currently two DHR's in progress in Medway.
- 2.16. Rochester case – agreement and feedback now received from the Home Office. An action plan/lessons learnt and associated communication strategy in response to the Home Office recommendations will be presented to the next Community Safety Partnership Strategy meeting.
- 2.17. Chatham case – the final report will be submitted to the Home Office for Quality Assurance in November soon.
- 2.18. Domestic Abuse Practitioner pocket guides have been developed by the Medway CSP Domestic Abuse sub-group and were distributed to staff in November 2102. Every frontline practitioner in adult and children's social care has a personal copy. Customer contact, financial assessment and welfare benefits staff also have a copy.

Implement the five recommendations made as a result of the case file audit

- 2.19. Case file audits have continued during 2012 and have engaged staff in audit workshops to address the five recommendations. Sallyann Baxter has attended team meetings and conducted specific audits to improve practice.
- 2.20. Delays in closing cases can depend on external agencies timescales, for example when we are waiting for the Police to finish their investigation or when we request that providers are given time to address and deliver an improvement action plan to address quality in care issues. However, in addition we are aware that there is also an impact on social care teams time in managing their adult protection referrals. Despite adult social care teams spending on average 21-50 hours per case, staff will prioritise their case management by ensuring the vulnerable person is protected with a potential result that documentation processes may drift. This is being addressed by management action.

Develop ways of hearing directly from service users who have been through the safeguarding process.

- 2.21. The Safeguarding Adults Board produced a new public easy read version awareness leaflet in November 2012.

2.22. Adult Social Care commenced its pilot for Family Group Conferences in October 2012, for adult safeguarding cases. Family Group Conferences (FGC) work on principles of empowerment and respect for individuals, their families and culture. A key aspect is enabling vulnerable people to have a voice in decisions that affect them and drawing on the knowledge and strengths of those who know them best.

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December 2012

