

Safeguarding Adults

May 2008

Issue 6

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No Secrets review: whose business is safeguarding?

writes **Lucy Bonnerjea**

No Secrets brought about a major change in Adult Protection procedures when it was issued by the Department of Health and Home Office as a guidance document in March 2000.

It was successful because it brought together a large number of stakeholders - including the police, the NHS Confederation, Association of Directors of Social Services and key voluntary organisations - in defining a consensus around the protection of vulnerable adults. It laid down for the first time a framework for responding to the abuse of vulnerable adults in all settings.

Eight years on, much has been learned from the experience of operating the No Secrets guidance. Some is positive, some is not - as the Cornwall and the Sutton & Merton reports highlighted. It is time for a review.

So the launch of the No Secrets review in February led to high expectations. Fundamental questions were raised about what parts of the safeguarding system to strengthen and how to do it. One of the key questions is whether the responsibility for safeguarding should remain with Social Services, or whether it should become a wider local government role?

Do housing departments, leisure services and transport all play a part in effective safeguarding? And what is the role of neighbourhood policing, housing officers and public health staff? How do we really keep our more vulnerable citizens safe on our estates and in our communities?

Another set of key questions is about the role of Social Workers. Some participants at the launch event thought the new emphasis on direct payments and individualised budgets needed to be brought together with a new look at safeguarding. Are Social Workers and Care Managers being supported to look at this new balance? Is there enough training in risk management? How do we weigh up a higher quality of life - for example enabling vulnerable people to make choices, some of which will be unwise choices - with the need to help them make safe choices?

Other questions focus on how we protect as well as prevent. Does the present system focus on "protecting" individuals who have already suffered abuse, at the expense of "enabling" and early intervention approaches involving a wider range of local partners in preventing abuse? Is there a need to integrate the systems we already have for keeping people safe? Or do we need new systems? Would legislation ensure people are not abused or is it improved policies and practices that really matter?

Finally there are big questions about definitions. We need to establish whether we have vulnerable adults or adults who are in vulnerable situations. Is vulnerability part of the characteristics of an individual with, for example, learning disabilities? Or is it the context, the setting, or the place which makes someone with a learning disability vulnerable?

After the review

These are difficult and challenging questions. It may be far harder today to reach consensus about the role of safeguarding in modern society than it was when No Secrets was written.

The review will proceed in stages. First, there will be a review of current practice and strategic arrangements, identifying key areas for improvement and putting forward options for change. A framework document consulting on key choices and options will be published in the summer.

After the consultation is completed, a number of options will be taken forward. This may take the form of further guidance, or other policy and practice initiatives or even legislation.

Care Services Minister Ivan Lewis made it clear at the launch event that he wishes to make safeguarding adults everyone's business. This is ambitious, but without it the review would be at risk of tackling superficial details while ignoring structural flaws.

The reviewers welcome contributions by everyone interested in and involved with social care. How do we make the present system better? And how do we do this in the context of greater personalisation and greater choices for service users? What changes would you make?

Lucy Bonnerjea is the Policy Lead on the No Secrets review in the Department of Health. Leo Quigley is the Service Manager for Safeguarding Adults at Sheffield Council and has been seconded to work part -time on the No Secrets review.

This article appeared in the 27 March issue of Community Care under the headline "Whose job is it to protect?"

Safeguarding Unit 2008

Due to the restructure which has been taking place in Wakefield Family Services, a new safeguarding unit has been established. The unit includes the current WDSCB Business Manager, the Acting Child Protection Coordinator and the Adult Protection Manager. The unit therefore brings together three specialist areas into one generic safeguarding team. This will enable good practice developed in the different fields to be shared across both adults and children's work and builds on the 'Think Family' theme adopted by Family Services.

Dennis Appleyard is Adult Protection Manager. Dennis provides support to the Wakefield & District Safeguarding Adults Board and ensures the adult protection procedures are kept up to date and that they are adhered to. He also has responsibility for Serious Case Reviews on adults.

The Board Business Manager, provides support to the WDSCB, has responsibility for developing the safeguarding children procedures and works collaboratively across West Yorkshire to ensure the procedures are up to date and in line with government guidance. She/he also has responsibility for the WDSCB training and serious case reviews

Rachel Holmes, the Acting Child Protection Coordinator, is currently supporting Jayne Robinson in her role as Local Authority designated officer for allegation management in relation to a child safeguarding issue. If you have a concerns about a member of staff the Allegations procedures in the West Yorkshire Safeguarding procedures must be followed. Contact Rachel Holmes on 01924 304290 for any concerns in this area or make a referral through Social Care Direct on 0845 8503503.

Rachel provides advice to all agencies regarding child protection issues and chairs strategy meetings where a child is thought to be involved in sexual exploitation as well as other complex cases. Rachel is the link for schools to contact if they have concerns about safeguarding children and also provides all training for schools regarding safeguarding children.

By Rosie Faulkner

Annual Safeguarding Adults Standing Conference – 11th April

This was the first event of its kind, commissioned by the Wakefield and District Safeguarding Adults Board and was well attended by representatives from many different sectors across the Wakefield district who have responsibility for safeguarding vulnerable adults.

The Campitor venue proved to be accessible and comfortable and, hopefully, at least some of us derived “divine inspiration” from the setting as urged by Elaine McHale in her opening speech. Elaine also explained the purpose of the conference which was to raise awareness of the many issues surrounding the safeguarding of vulnerable adults and provide a forum for the different agencies to meet, network and discuss these issues. Dennis Appleyard followed with a presentation on the launch of the new safeguarding policy and updates on national and local developments.

Participants were able to choose to attend one workshop in the morning and one in the afternoon. “Preparing for the Independent Safeguarding Authority” and “Training” ran both a.m. and p.m. In the morning other choices were “Care, Dignity and Safeguarding” and “Independent Mental Capacity Advocates and Safeguarding” and in the afternoon “Sharing Intelligence, Case Study” and “Mental Capacity Act”

I chose the intriguingly titled “Care, Dignity and Safeguarding” and thoroughly enjoyed a well attended and thought provoking session which was very ably facilitated by Kate Firth and Bee Smith from The Mid Yorkshire Hospitals NHS Trust in the morning. After lunch I listened with mixed feelings to the presentation on the Independent Safeguarding Authority and, not for the first time, wished I had been a bit more aware of what was being planned at the consultation stage so that I could have had my two penn’orth! Listening to the buzz of animated discussion between my colleagues at coffee and lunch, I got the feeling that everyone had found their choice of workshop interesting and stimulating. We finished the day with a plenary led by Elaine McHale and the workshop facilitators.

I felt that it was a very successful day which particularly met its objective of bringing people from many different areas together to explore and discuss safeguarding vulnerable adults and I am sure that every one of us went home with a better understanding of the issues involved and food for thought as to how we can improve our own practice. Thanks should go to Dennis and everyone who helped him to make it such good day.

Heather David
Independent Domiciliary Care Sector Representative
Wakefield and District Safeguarding Adults Board

New Guidance on Sexual Boundaries for Healthcare Staff

In January 2008 the Council for Healthcare Regulatory Excellence (CHRE) issued guidance called "Clear sexual boundaries between healthcare professionals and patients: responsibilities of healthcare professionals." The work was commissioned by the Department of Health (DoH) in 2006 due to the occurrence of several serious breaches of trust by healthcare professionals.

The most significant and high profile of these breaches was the case of Dr. Kerr and Dr. Haslam, which was published in 2005. Both worked as consultant psychiatrists in the 1970's and 1980's and were convicted of indecent assault. The inquiry prompted acknowledgment of the need for better guidance for professionals and the publication of the sexual boundaries for staff regulations soon ensued.

The guidance clearly defines the sexual boundaries that should exist between healthcare professionals and patients. The main principles are outlined below:

- Healthcare professionals are advised that they must never act on feelings of sexual attraction towards patients or their carers. They are advised to seek advice and if appropriate, transfer that patient's care.
- Sexualised behaviour can be defined as acts, words and behaviour designed or intended to arouse or gratify sexual impulses or desires. Breaches of sexual boundaries can include criminal sexual acts, sexual relationships, sexual humour and inappropriate comments.
- The onus will always be on the healthcare professional, *not* the service-user, to show they acted professionally.
- Healthcare professionals have the duty to report any suspicions they may have regarding fellow staff members.

The Trust's specialist advisor on Vulnerable Adults, Sue Hanks said, 'Whilst only a small minority of healthcare professionals have breached sexual boundaries, their actions have been hugely damaging to patients and their trust in health services. The new guidelines have really tightened up the boundaries and will help to protect both staff and patients alike.'

Staff can access the new guidance on the CHRE website at www.chre.org.uk and as usual the issue will continue to be part of the Vulnerable Adults Awareness Course which runs in each locality across the Trust.

What is the CHRE?

The Council for Healthcare Regulatory Excellence (CHRE) is the organisation that oversees the regulators of healthcare professionals in the UK. Its primary aim is to promote the health, safety and well being of both patients and the public.

Sue Hanks ,Specialist Adviser, South West Yorkshire Mental Health NHS Trust

World Elder Abuse Awareness Day - Sunday the 15th June 2008



Action on Elder Abuse is co-ordinating the third ever World Abuse Awareness Day on Sunday 15th June 2008. This is designed to raise awareness of elder abuse throughout the world, educating people on what the problems are and how to address the issues surrounding it. We are also highlighting initiatives around the world to reach this goal. Communities and government bodies will make proclamations to commemorate the Day, as well as holding events both locally and nationally.

Action on Elder Abuse are asking care homes, local authorities, NHS and other organisations across the country to get involved in the day, through holding an awareness-raising or fundraising event. This could be a series of talks in your local community, or perhaps an open day with stalls and entertainment for the general public. Alternatively, some care homes and sheltered housing groups have arranged for a collection, with proceeds coming to Action on Elder Abuse.

If you would like any further or a full information pack please contact Maggie Evans on 020 8765 7000 or email worldelderabuseday@elderabuse.org.uk

Elder abuse is a crime - let's end it now!



Family Services Staff Development Unit

Safeguarding Adults: Awareness and Protection

A one-day course, the first in a series of training courses in Safeguarding Adults, previously called Adult Abuse

DATE:	VENUE:
Mon 12th May 2008	Chesney's Centre, Regent St, Featherstone
Fri 23rd May 2008	Dancer, Peterson Rd, Wakefield
Tues 10th June 2008	Chesney's Centre, Regent St, Featherstone
Thurs 26th June 2008	Dancer, Peterson Rd, Wakefield
Mon 7th July 2008	Dancer, Peterson Rd, Wakefield
Wed 3rd Sept 2008	Dancer, Peterson Rd, Wakefield
Tues 16th Sept 2008	Dancer, Peterson Rd, Wakefield
Fri 10th Oct 2008	Chesney's Centre, Regent St, Featherstone
Mon 20th Oct 2008	Dancer, Peterson Rd, Wakefield
Thurs 6th Nov 2008	Caldervale , Caldervale Rd, Wakefield
Tues 18th Nov 2008	Chesney's Centre, Regent St, Featherstone
Wed 3rd Dec 2008	Dancer, Peterson Rd, Wakefield
Fri 16th Jan 2008	Chesney's Centre, Regent St, Featherstone
Mon 26th Jan 2009	Dancer, Peterson Rd, Wakefield
Thurs 5th Feb 2009	Caldervale , Caldervale Rd, Wakefield
Tues 17th Feb 2009	Chesney's Centre, Regent St, Featherstone
Fri 13th Mar 2009	Dancer, Peterson Rd, Wakefield
Tues 24th Mar 2009	Chesney's Centre, Regent St, Featherstone

Courses run from 0930am to 1630pm

Trainers: Dawn Perry, Sarbjit Kaur Hayre—Wakefield Family Services

Safeguarding Adults: Awareness and Protection

This one-day course is the first in a series of training courses in Safeguarding Adults, and Wakefield's multi agency procedure for protecting vulnerable adults from abuse. The training content is delivered by a number of agencies and to an agreed standard that has been set by the Safeguarding Adults Board.

The course would be suitable for staff with no previous training in Safeguarding Adults / Adult Abuse, working in family services and partner organisations. It is also aimed at those new staff who have attended the Common Induction Standards training.

Protection and prevention will be the focus of the day with an introduction to Wakefield's current multi-agency procedures and individuals staff responsibility for reporting abuse.

The learning outcomes for the day are that staff will be able to:

- Define Adult Abuse
- Recognise the different forms / types of Adult Abuse.
- Recognise the possible signs and symptoms of the different forms of abuse.
- Know when and how to respond and report abuse.
- Link protection plans with care management processes.

This one day course will provide the basic knowledge and awareness needed prior to applying for further courses: e.g. Investigating Adult Abuse, Handling Disclosure, Recording and Protection Plans and Case Conferences.

Wakefield Council Family Services
Safeguarding Adults Course Applications
Administration Team
Staff Development Unit, The Courtyard, Andrew Street,
St Johns
Wakefield
WF1 3QH

Fax: 01924 302152



Family Services Staff Development Unit

Safeguarding Adults: Handling Disclosures

A short morning course: applicants must have already attended the Safeguarding Adults 1 Day Awareness Course

DATE:

VENUE:

Thurs 8th May 2008	Caldervale , Caldervale Rd, Wakefield
Mon 19th May 2008	Dancer, Peterson Rd, Wakefield
Fri 30th May 2008	Dancer, Peterson Rd, Wakefield
Mon 16th June 2008	Chesney's Centre, Regent St, Featherstone
Thurs 3rd July 2008	Dancer, Peterson Rd, Wakefield
Mon 14th July 2008	Chesney's Centre, Regent St, Featherstone
Wed 10th Sept 2008	Dancer, Peterson Rd, Wakefield
Tues 23rd Sept 2008	Chesney's Centre, Regent St, Featherstone
Fri 17th Oct 2008	Caldervale , Caldervale Rd, Wakefield
Mon 3rd Nov 2008	Dancer, Peterson Rd, Wakefield
Thurs 13th Nov 2008	Dancer, Peterson Rd, Wakefield
Tues 25th Nov 2008	Chesney's Centre, Regent St, Featherstone
Wed 10th Dec 2008	Dancer, Peterson Rd, Wakefield
Fri 23rd Jan 2009	Dancer, Peterson Rd, Wakefield
Mon 2nd Feb 2009	Chesney's Centre, Regent St, Featherstone
Thurs 12th Feb 2009	Chesney's Centre, Regent St, Featherstone
Tues 24th Feb 2009	Dancer, Peterson Rd, Wakefield
Fri 20th Mar 2009	Dancer, Peterson Rd, Wakefield
Tues 31 Mar 2009	Dancer, Peterson Rd, Wakefield

Courses run from 0930am to 1300pm

Safeguarding Adults: Handling Disclosures

This half day course is part of a series of training courses in Safeguarding Adults and Wakefield's multi agency procedure for protecting vulnerable adults from abuse. The training content is delivered to an agreed standard that has been set by the Safeguarding Adults Board.

Staff must have attended training in Safeguarding Adults / Adult Abuse prior to attending this course. This course is appropriate for all staff working with a vulnerable adult.

Disclosure about abuse can be given in many different circumstances either from a victim or an abuser or from someone else. It usually occurs when it is at least expected, so it is very important for any worker to be prepared to receive disclosure in an appropriate way. The aim of this course is to help workers think about good practice in handling disclosure. This will involve participants reflecting on:

- : Their current style of interviewing
- : Interviewing techniques, listening and responding skills
- : How support is given to service users when discussing difficult issues
- : Use of body language
- : Use of words and questions

By the end of the workshop participants will have:

- : Considered the feelings of the victims, abusers and workers when disclosure takes place
- : Developed skills in responding in an appropriate way
- : Improved their use of non leading questions
- : Looked at their own body language and how it could be improved
- : Developed confidence in handling disclosure

If you wish to apply for this course please complete an application form and return it as soon as possible to:

Wakefield Council Family Services
Safeguarding Adults Course Applications
Administration Team
Staff Development Unit, The Courtyard, Andrew Street,
St Johns
Wakefield
WF1 3QH

Fax: 01924 302152

Vulnerable Adults Abuse Awareness Refresher Wakefield Locality 2008

PROGRAMME INFORMATION

This programme will provide an update of abuse, signs and symptoms and how to report abuse in line with the in line with the multi agency policy and procedures.

AIMS:

To reinforce previous learning

OBJECTIVES:

Each delegate will be able to:

- : Describe the different types of abuse.
- : State the signs and the symptoms
- : Have an understanding of the contributory factors / causes of abuse
- : Acknowledge and carry out their legal duty to report abuse.

COMPETENCY DEVELOPMENT:

- : Risk Management and Assessment
- : Communication
- : Therapeutic Relationships
- : Customer Care
- : Problem Solving
- : Professional and Ethical Practice

SUITABLE FOR:

All staff who have undergone awareness training 3 years previously

Knowledge and Skills Framework

This training may enable delegates to reach the following:

Core Dimension 3: Health & Safety and Security

Core Dimension 5: Quality

Health & Wellbeing B2, B3, B4, B5, B6

DATE:

**27th June 2008
10am—12noon**

VENUE:

**Education Centre,
Fieldhead Hospital**

Course Leader: Sue Hanks—Telephone (01924) 328630

Vulnerable Adults Abuse Awareness Training Wakefield Locality 2008

PROGRAMME INFORMATION

This one-day programme will provide an awareness of abuse, signs and symptoms and how to report abuse in line with the multi agency policy and procedures.

AIMS:

To raise awareness of the protection of vulnerable adults

OBJECTIVES:

Each delegate will be able to:

- : Describe the different types of abuse.
- : State the signs and the symptoms
- : Have an understanding of the contributory factors / causes of abuse
- : Acknowledge and carry out their legal duty to report abuse.

COMPETENCY DEVELOPMENT:

- : Risk Management and Assessment
- : Communication
- : Therapeutic Relationships
- : Customer Care
- : Problem Solving
- : Professional and Ethical Practice

SUITABLE FOR:

All staff who have undergone awareness training 3 years previously

Knowledge and Skills Framework

This training may enable delegates to reach the following:

Core Dimension 3: Health & Safety and Security

Core Dimension 5: Quality

Health & Wellbeing B2, B3, B4, B5, B6

DATE:

13th May 2008

25th June 2008

13th August 2008

0930am—1630pm

VENUE:

**Education Centre,
Fieldhead Hospital**

Course Leader: Sue Hanks—Telephone (01924) 328630

Serious Case Review

The recent serious case review and internal management review in relation to the death of Steven Hoskin in St. Austell, Cornwall, once again reinforces the importance of having robust Safeguarding Adults Procedures.

Steven was 39 year old man with a learning disability who had been subjected to physical and psychological abuse before 'falling' to his death from a viaduct. In addition to the injuries sustained from the fall, Steven had cigarette burns across his body, neck bruises from being hauled around on a dog lead, and footprints on the back of his hands where he had been stamped on before he fell.

The report made 17 recommendations and was highly critical of the role of Adult Social Care and of the other agencies involved. During the year prior to his death adult social services had numerous contacts with him, the housing association where Steven lived had seen him every month, the police had 13 calls and two visits to him, and NHS services dealt with him on 16 separate occasions. All those services had an opportunity to prevent this death, yet none of these contacts resulted in an adult protection referral.

Steven had been part of a 'gang' of 'friends' who regularly stayed in Steven's flat: in particular Darren and Sarah who were convicted of his murder. Darren was well known to Mental Health Services, and during the year that he knew Steven had received visits from or had accessed NHS services on 96 occasions. He was also known to the police who had logged 49 contacts in relation to Darren, and in particular with regards to violence and threatening behaviour. In the year leading up to Steven's death, Children's Services had also been involved with Sarah. It was the soles of her shoes that were imprinted on the back of Steven's hands.

Both the victim and perpetrators were known to a variety of services, all of whom clearly worked in isolation of one another and who did not make any connection between events. This incident reminds us of the importance for all agencies to work together in safeguarding the most vulnerable within our communities.

David Maxted,
Team Manager

Happy 1st Birthday IMCA

The Kirklees and Wakefield IMCA (Independent Mental Capacity Advocate) Service is officially 1 year old.

It has been a busy year for the IMCA staff—Jim Holliday, Fiona Flanagan and Tracey Hudson. A major part of their work has been to promote the new statutory service to Social and Health Care Services in both Kirklees and Wakefield local authorities. Over 1,700 staff across the Social and Health Services in both authorities have now received detailed information about how and when to refer to the IMCA service.

“Services have welcomed the input from IMCA staff on how to relate the Mental Capacity Act to their own particular service’s provision” says Tracey Hudson. *“Social Work Teams and Health Care Teams have been aware of some of the changes that the Mental Capacity Act has had on how they resolve Best Interest Decisions for individuals who lack capacity to make a specific decision. However, it has been helpful to those services to identify ways that the Act impacts on their service’s delivery at a practical level.”*

Referrals from both authorities reflect well at a National level:

68 cases from 1st April 2007—31st March 2008

32 Change of Accommodation
5 Accommodation Reviews
12 Serious Medical Treatment
19 Safeguarding Adults Procedure

The IMCA team believe that these figures may not reflect the total amount of referrals that should have been made to the IMCA service by other service providers. It is considered by the IMCA team that as services are now more aware of the *Statutory Duty* to refer particular cases, then referrals will increase during the second year.

Safeguarding Adults

Social and Health Care Services also have a *Discretionary Power* to refer to the IMCA service when the following Safeguarding Adults Procedures.

The IMCA service has been given a positive evaluation from Decision Makers in the cases referred.

“An extremely useful service in a very protracted and difficult situation affecting outcomes in a positive way for the service user”

“The IMCA service is providing to be valuable in assisting the Decision Maker to work effectively in the service users best interests”

“It was very helpful to be able to discuss and clarify situations with the IMCA that were difficult”

If you would like further information about the Duty to refer to the Independent Mental Capacity Advocate Service or would like to book a service presentation please call Jim, Fiona or Tracey on 01924 361050.

USEFUL CONTACT NUMBERS

Social Care Direct

Your first point of contact for any social care enquiries
Tel: 0845 8 503 503
Fax 01924 303455
Mini Com 01924 303450
Email - social_care_direct@wakefield.gov.uk

West Yorkshire Police

Vulnerable Victim Co-ordinators
Tel: 01977 601073

Domestic Violence

Tel: 01977 307741

Commission for Social Care Inspection -

<http://www.csci.org.uk/>
23 Park Square (South)
Leeds LS1 2ND
Tel: 0113 220 4620
Fax: 0113 220 4628
Email: enquiries.Brighouse@csci.gov.uk

Contracts Team

Tel: 01924 307741

Safe at Home

Promoting zero tolerance to domestic abuse
Tel: 0800 915 1561

Your Voice Wakefield Advocacy Project

25 King Street
Wakefield WF1 2SR
Tel: 01924 305763

Helpline—Healthcare Commission

Healthcare Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
Tel: 0845 601 3012

IMCA

01924 361050

Healthcare Commission

North Region
Kernel House
Killingbeck Drive
Killingbeck
Leeds
LS14 6UF
Helpline: 02074488177

Please note that the Adult Protection Manager cannot take referrals for cases of adult abuse. For referrals telephone Social Care Direct on 0845 8 503 503 (the line is open 24 hours a day)