



annualreport

2016/17

safeguarding... everyone's business

"If you see something, say something" 01803 219700

Safeguarding Adults has remained a priority for our partner organisations, with continued commitment to improve services, despite organisational change and financial challenges. Given these pressures, we have streamlined our Board meetings and sub committees and built strong links with Devon Safeguarding Adult Board along with other statutory Boards in Torbay to reduce duplication wherever possible.



Key Achievements in 2016/17

- Progress has been made in Making Safeguarding Personal, giving service users a greater say in how they are safeguarded. This is a significant change in practice which has been matched by work behind the scenes to adapt information collection in order to report more accurately on our activity
- An innovative video has been developed to enable basic Safeguarding Adults training to be available to all, free of charge. We are very proud of the ability to distribute basic information about recognising abuse and the process to follow
- A Safeguarding Adult Review was completed and published, identifying a number of serious concerns where care fell far short of what should be expected. Great efforts have been made to understand how this happened and put steps in place to negate recurrence in the future

Whilst I am assured that everyone will do their best to maintain our high standards of Safeguarding Adults in the future, there is no doubt that the burden of doing this is falling on fewer people. The Board will be maintaining close scrutiny of our services to protect those who rely upon them to keep safe.

Julie Foster

Julie Foster. Chair, Torbay Safeguarding Adults Board

Torbay Safeguarding Adults Board

The Board meets quarterly to oversee and develop services to protect adults at risk of abuse or neglect in Torbay. Most of the detailed work is done in sub committees which work across the whole of Devon, reporting to this Board.

Operational Activity

Adult abuse concerns are reported to the Safeguarding Adult Single Point of Contact - highly experienced practitioners who triage concerns and make decisions in partnership with local operational teams on how concerns should be responded to.

During 2016/17, 415 safeguarding adult concerns were reported - a fall of 24% from the previous year. 151 of these proceeded to formal safeguarding enquiries. However, there was an increase of 175% regarding general welfare concerns.

A safeguarding response is person centred, not process driven practice. When people expressed their preferred outcomes, these were either met in full or part in 98% of cases.

We are committed to a strong partnership approach to safeguarding concerns and our audits evidence this in the way we respond to concerns raised. During 2016/17 the four highest types of alleged abuse were recorded as neglect (31%), financial (16%), physical (14%) and psychological (14%).



Safeguarding Adult Review Group

The Care Act 2014 states that Safeguarding Adult Reviews are to be held whenever an adult dies as a result of, or has experienced, serious abuse or neglect and where there is concern that partner agencies could have worked together more effectively to protect them. The aim is to promote learning and prevention of future occurrences.

In October 2016, a Safeguarding Adult Review was published with regard to Western Rise Care Home in Torquay. The review considered a number of issues that had occurred and how professionals visiting the home had care quality concerns but this was not communicated across agencies and no overall picture was seen. A number of recommendations were made, aimed at improving communication and ensuring consistent and clear objective standards of what constitutes good care.

4 new referrals were considered by the Board but no additional action was required on 3 of them. However, 1 case remains outstanding at the time of this publication.

The Board also agreed to support regional ADASS in a thematic review of reports commissioned after 2013. This work will be undertaken during 2017.



Experts through Experience Sub-Group

Mystery Shopping

The independent Experts continue their programme of mystery shopping visits to our residential and nursing homes in Torbay and provide a customer perspective of these services. They give direct feedback to the owners and managers and share their findings with the Trust Quality Assurance and Improvement Team. Based on this work and their personal experiences they have developed a leaflet on what the public should look out for, when visiting homes. They expect this will be available in 2017.

Safeguarding Adults Board

An Expert attends the SAB to give a voice on behalf of the many carers and individuals who use our services every day.

Care at home

The role of the Experts in listening to the voice of those receiving support at home was an important part of the work to improve domiciliary care in Torbay. In the next phase of this work, the Experts are already planning to look at the customer experience of Intermediate Care Services.



Joint Learning and Improvement Sub-Group

Following the peer review of the ADASS approved self-assessment returns, the Learning and Improvement Subgroup has refocused its work plan to cover 2017/18 and has identified four key areas to support the SABs in achieving their Business Plans. These relate to; self-assessment; development of multiagency case audit; a review of the Training and Competency Frameworks used by partner agencies and subsequent Commissioning of Training based upon these nationally recognised competencies. However, it must be recognised that the current delay by NHS England of the publication of the Intercollegiate Safeguarding Adult Competency Framework, has impacted upon the ability of the Learning and Improvement Sub group to progress through some work streams as planned.

Keeping Vulnerable People Safe

A black and white photograph of a middle-aged man with short dark hair, wearing a light-colored t-shirt, sitting in a wheelchair. He is looking out of a window with a view of a residential street with houses and trees. The image is semi-transparent, serving as a background for the text.

The multi-agency toolkit for assessing those adults at risk of self-neglect was completed in 2016/2017 and is now in use by practitioners to help them determine what level of support is required by those adults. A review of the TSAB structure highlighted some overlap with the SAB Executive Committee and it was agreed that Keeping Vulnerable Safe Subgroup was no longer required and that task and finish groups could be commissioned and monitored by TSAB as required.

Joint Mental Capacity Act Sub Group

This group raised increased awareness of the Mental Capacity Act 2005 by:

- Developing bespoke films to support understanding of different aspects of MCA
- Holding a conference with Baroness Finlay (key speaker) alongside the Department of Health and the Care Quality Commission
- Sharing key MCA information within libraries, hospitals and GP practices using Social Media, including 'Face Book' and Tweets

Two new Joint Chairs were recently appointed and have started updating the 'Terms of Reference' and reviewing the 'Work Plan' to ensure it reflects legal framework, developing case law and national drivers. They will facilitate each partner organisation within the group to provide the required assurances to the Board.

Strategic Plan

The Board decided to devote each of its quarterly meetings to a particular theme and priority area. A range of people are invited from local organisations to share their knowledge and expertise to identify issues and gaps in services or practice. These issues were turned into Action Plans which are monitored by the Board. These are the key themes identified in the Business Development Planning Day held at the end of each year for each of the following financial years:

2017/18

- Asset based interventions for safeguarding in the community
- Mental health & vulnerability
- Domestic violence & abuse
- Best use of resources

2016/17

- Commissioning process & integrated care
- Supporting staff across the partnership including the voluntary sector
- Wider 'Think Family' including carers

2015/16

- Young people in transition
- Keeping people safe in their own homes
- Keeping vulnerable people safe
- Raising awareness

Acronyms Glossary:

ADASS - Association of Directors of Adult Social Services

MCA - Mental Capacity Act

SAB - Safeguarding Adult Board

TSAB - Torbay Safeguarding Adult Board