

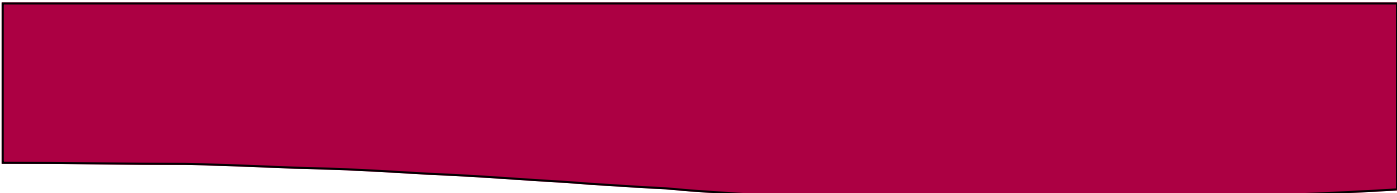


ANNUAL REPORT

2018/19

Safeguarding adults everyone's business

"If you see something, say something" 01803 219700



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Prevention—It is better to take action before harm occurs.

CHAIR'S FOREWORD

Resources continue to be stretched to limit but Torbay Safeguarding Adults Board has continued to benefit from our strong local partnerships and commitment to safeguarding adults at risk. Never has this been more important as reductions in services, changes to the benefits system and increasingly sophisticated methods of exploitation cause hardship to many people. Working together has never been more essential.

I am pleased to see a rise in the *reporting* of domestic abuse and sexual violence as confidence in our more coordinated system grows, but I am dismayed that this crime continues in such numbers. The suffering caused to women, children and men is simply unacceptable. I am also disappointed to hear that a recent Safeguarding Adult Review has exposed more poor practice in residential care, where very vulnerable people were placed at serious risk. Local experience mirrors concerns elsewhere in the South West and our Board is working with others with determination that the lessons are learned.

We have reviewed the Key Priorities of our Business Plan for 2018-2021 as a result of these concerns – there is a summary on Page 9.

The Board has very little in the way of dedicated resources but will use its influence at all levels to encourage and develop the safety nets needed to protect adults at risk in Torbay from abuse.

Click [Here](#) to read the Torbay Safeguarding Adults Board Purpose, Principles, and Core Duties

The work continues!

Julie Foster

Chair—Torbay Safeguarding Adults Board



[Torbay Safeguarding Adults Board \(TSAB\)](#)

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.

Please click [here](#) to view previous Board minutes

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Proportionality—The least intrusive response appropriate to the risk presented.

TORBAY SAFEGUARDING ADULTS BOARD

Operational Activity

Adult abuse concerns continue to be reported through the Torbay Safeguarding Adult Single Point of Contact. The team triage all contacts and determine what action should be taken in response to concerns. This is often in partnership with health and social care practitioners and partner agencies. The team has undertaken a recent restructure resulting in increased staffing capacity and resilience.

In 2018-2019 the number of reported individual adult abuse concerns was 1324 of which 205 proceeded as statutory safeguarding adult enquiries. Neglect remains the highest reported adult abuse category, followed by financial and physical abuse. We are currently working with our regional ADASS partners to gain more consistency across the South West in safeguarding threshold decision making.

The making safeguarding personal agenda remains a priority for operational responses. These resulted in outcomes being fully or partially met in the majority of cases as well as risk being reduced or removed.

Our safeguarding adult forums continue to be popular and we are grateful to all those contributing to their success. We have held three forums in 2018-2019 including County Lines and Domestic Abuse / Sexual Violence. The forums reinforce best practice principles and partnership working across our local community.

We also contribute to other local partnership arrangements in response to wider safeguarding activity linked to themes such as modern slavery, prevent and other forms of exploitation.

In summary, operational activity remains committed to promoting a zero tolerance of adult abuse in our community and ensuring that making safeguarding personal is central to all our responses.

Healthwatch

We are delighted to have been commissioned by TSDFT and Torbay Council to undertake discovery interviews to capture service user / representative feedback on how well local safeguarding responses supported them. Every person or their representative will be asked if they consent to providing feedback following which a random sample of people giving consent will be contacted by specially trained safeguarding quality checkers. Anonymised Independent reports will be submitted to TSAB and then used to directly inform local safeguarding systems and practices. The project began in April 2019 and we therefore anticipate providing summary information within future annual reports.

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Protection—Support and representation for those in greatest need.

TORBAY SAFEGUARDING ADULTS REVIEW GROUP

Torbay Safeguarding Adult Board (TSAB) must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.

TSAB must also arrange a SAR if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect. Boards may also arrange for a SAR in any other situations involving an adult in its area with needs for care and support.

In January 2018 TSAB commissioned a SAR of a Residential Home in Torquay, a 14 bed unit registered for adults under 65 years with mental health conditions and/or physical disabilities. During the time period reviewed by the SAR there were 14 residents in the home, operationally commissioned by Torbay and South Devon NHS Foundation Trust, Devon County Council, and Northern, Eastern, and Western (NEW) Devon CCGs. The Terms of Reference for the SAR were to:

- Review the care management responsibility for people with complex and challenging behavior in the residential home.
- Review the impact of the commissioning arrangements where a number of organisations and local authorities are commissioning placements for people with complex and challenging needs.
- Review relevant aspects of the applications of regulations around the residential home.
- Review policy, procedure, and practice in relation to the residential home.

The executive summary and key learning points can be found on the TSAB website under the Safeguarding Adults Review heading. TSAB is set to agree an action plan to be implemented by all partners, including guidance for practice learning.

We have continued to look at different ways to disseminate learning from reviews in response to the South West thematic review commissioned by Regional ADASS. Following a successful practice learning forum in May 2018, a set of thematic posters and screensavers have been developed for distribution to our local health and social care sector. At the time of writing, these have just been completed and are ready for distribution. Podcasts are also planned within the next 12 months. The thematic review can also be found on the TSAB website.

Should you wish to make a referral to the Safeguarding Adult Review Sub Group, please email tsdft.torbaysafeguardingadultsboard@nhs.net or phone 01803 219831.

Click [here](#) for to see what is a Safeguarding Adult Review and when one should be considered.

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Partnership—Local solutions through services working closely with their communities. Communities have a part to play in preventing,

JOINT MENTAL CAPACITY ACT SUB GROUP

During 2018/2019 the MCA (2005) Sub Group to the Safeguarding Adult Board work plan focused on the following:

- ◆ Advocacy – Raising awareness of the importance of statutory Advocacy in supporting and safeguarding the rights of people across Torbay and Devon.

A programme of joint work was initiated to ensure increased awareness of eligibility in relation to statutory Advocacy including Independent Mental Capacity Advocates (IMCA), Care Act and Independent Mental Health Advocates (IMHA). The group produced eligibility flow charts and revised the IMCA referral.

This programme of work has aided the reduction of hours lost dealing with ineligible referrals, maximising the time available for direct Advocacy hours.

A suite of Information has been shared by the IMCA service to all Board members to disseminate across their organisations.

- ◆ Key learning from Safeguarding Adult Reviews (SAR's) across Torbay and Devon

Following the Subgroup's review of the application of the MCA (2005) as highlighted within Michael Preston-Shoots' report into South West SAR's dated, October 2017,

The following three recommendations were made to the Torbay and Devon Safeguarding Adult Boards:

1. The use of legal frameworks within formal supervision, clinical supervision, peer oversight and line management relationships across partner agencies to embed legal literacy into practice.
2. To seek assurance regarding interagency governance of The MCA (2005) via the work of the MCA Subgroup.
3. To support MCA (2005) training as mandatory across partner agencies.

- ◆ Liberty Protection Safeguards (LPS)

The Sub Group has maintained oversight of the MCA amendment Bill's journey through parliament during 2018/2019.

The LPS has now gained Royal Assent and will remain a Key Work stream for the MCA Sub Group throughout 2019/2020.

Click [here](#) for further information regarding the Mental Capacity Act

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Accountability—Accountability and transparency in delivering Safeguarding.

JOINT LEARNING AND IMPROVEMENT SUB GROUP

The joint Devon and Torbay Learning and Improvement sub group has continued to focus on five work streams :- Multi-Agency Case Audit; Training and Competency framework review; DSAB commissioned training; Embedding Learning into Practice and the interface between Domestic Abuse and Sexual Violence with Safeguarding Adults. The majority of work streams are within both business plans of Torbay and Devon Safeguarding Adult Boards, though there are some exceptions that are specific to each Board.

The Multi-Agency Case Audit process has been reviewed, and strengthened with updated terms of reference and the development of a multiagency Practice Quality Review tool, currently used within the Devon local authority area. However organisations covering more than one local authority have started using it to review their practice within Torbay. Quarterly meetings have been reinstated to review partner agency issues and to undertake a multi-agency review.

Following publication of the Intercollegiate Adult Safeguarding: Roles and Competencies for Health Care Staff in August 2018 the Learning and Improvement group updated the competency matrix previously developed by the group to support partners in identifying appropriate competencies for their staff. It was agreed that partner agencies rather than the Safeguarding Adult Boards would provide level 3 training that would support staff to participate in S42 enquiries and that agencies who do not have either the capacity or current training in place could access training from other partners. As supervision is a key element within the competency framework the Learning and Improvement group are in the process of understanding current safeguarding supervision arrangements across partner agencies to ascertain areas of best practice and areas requiring the support of the Learning and Improvement Group. This workpiece of work is continuing into 2019/2020.

The embedding learning into practice workstream is building upon the work of the Torbay Safeguarding Adults forum which looked at the SW ADASS Thematic review of Safeguarding Adult reviews by Prof. Michael Preston-Shoot. Those at the forum were asked to suggest ways in which learning could be shared with front line staff. The work stream is looking at these suggestions, but before recommending any changes the group is asking staff and managers across the partner agencies for their views of the effectiveness of current methods of sharing learning. This piece of work is continuing into 2019/2020.

The draft report by work stream looking at the interface between Domestic Abuse and Sexual Violence with Safeguarding Adults has been reviewed by the Learning and Improvement Sub Group. Key recommendations have been made regarding the role of the Safeguarding Adult Board in seeking assurance that staff are competent in their safeguarding adult roles to respond to adults at risk disclosing either Domestic Abuse or Sexual Violence. Other recommendations relate to the lead role of the Community Safety Partnerships in this area of work and the strategic interface with the Safeguarding Adult Boards. The final report is due to the Torbay Safeguarding Adults Board in June 2019. Torbay membership have been strengthened with the addition of the workforce development lead from TSDFT

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Empowerment—People are supported and encouraged to make their own decisions.

TSAB BUSINESS PLAN

Key Priority 1

Embedding Making Safeguarding Personal—By measuring people’s experiences of safeguarding responses TSDFT, NHS, and other partner responses to safeguarding concerns, we can ensure that Torbay safeguarding adult practices are professional, proportionate, and focused on individual needs and wishes.

Key Priority 2

Learning from Safeguarding Adults Reviews—The Board will take relevant learning from national and Torbay Safeguarding Adult Reviews in order to improve frontline practice and safeguarding governance systems.

Key Priority 3

Torbay Domestic Abuse and Sexual Violence Strategy— The Board will be assured that those adults meeting the Care Act definition of an adult at risk of harm or abuse and experiencing domestic abuse and sexual violence, are receiving appropriate individualised multiagency responses to meet their needs.

Key Priority 4

Prevention and Creative Solutions—The Board will take action to lead and influence partners to work together to find effective ways of supporting people with complex needs (including homeless people and those with mental health needs and drug and alcohol issues) who are at risk of abuse and neglect.

Key Priority 5

Mental Capacity Act— The Board will seek assurance from Partner Organisations, of a strategic work plan to support the implementation of the Mental Capacity Act (2005), the Deprivation of Liberty Safeguards and the Liberty Protection Safeguards amendments. To embed good practice and protect the rights of people across Torbay.

Key Priority 6

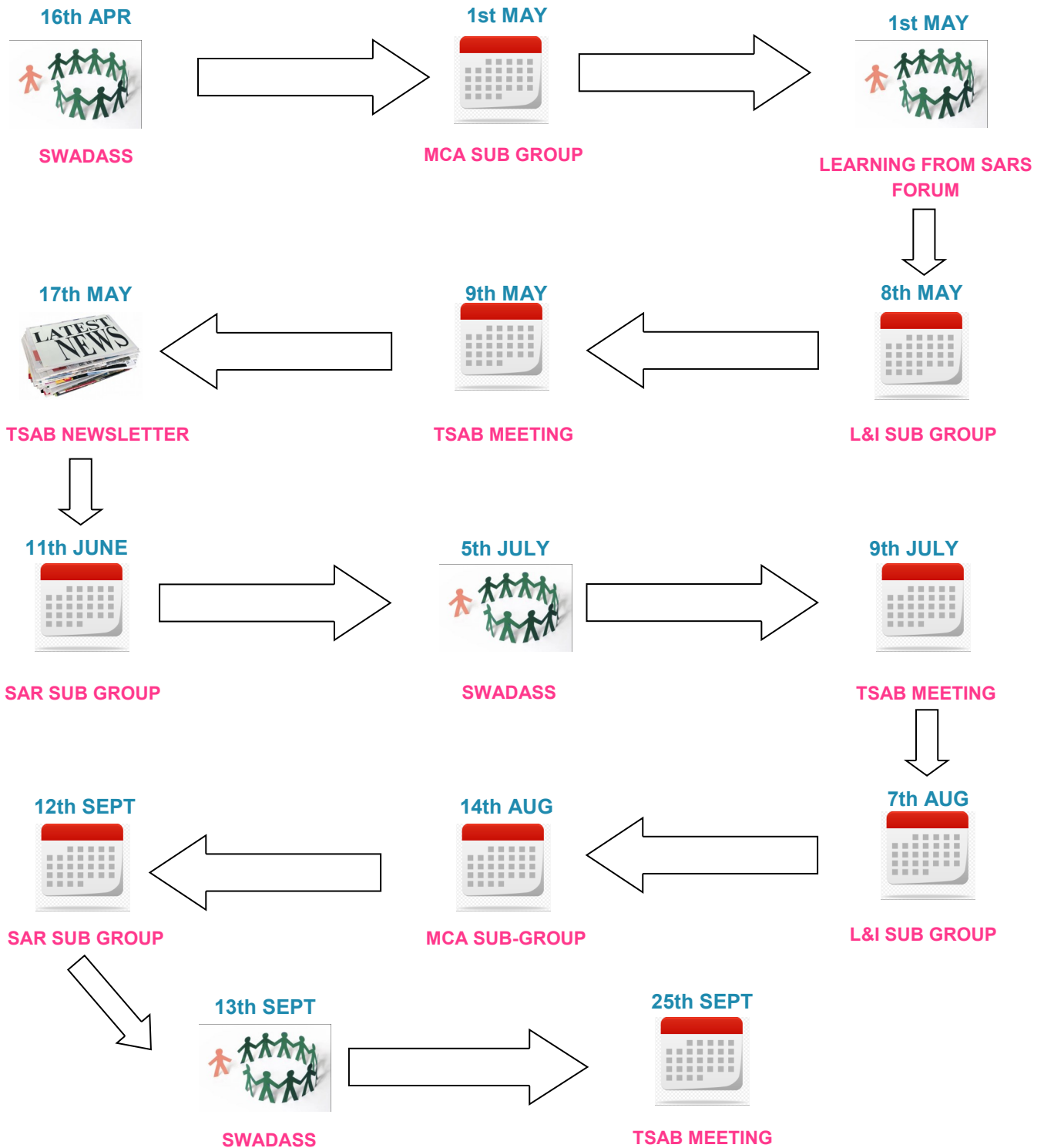
Market Shaping and Commissioning— Reshape the market for residential care to meet changing demand and more complex needs.

Click [here](#) to view the TSAB Business Plan in it’s entirety

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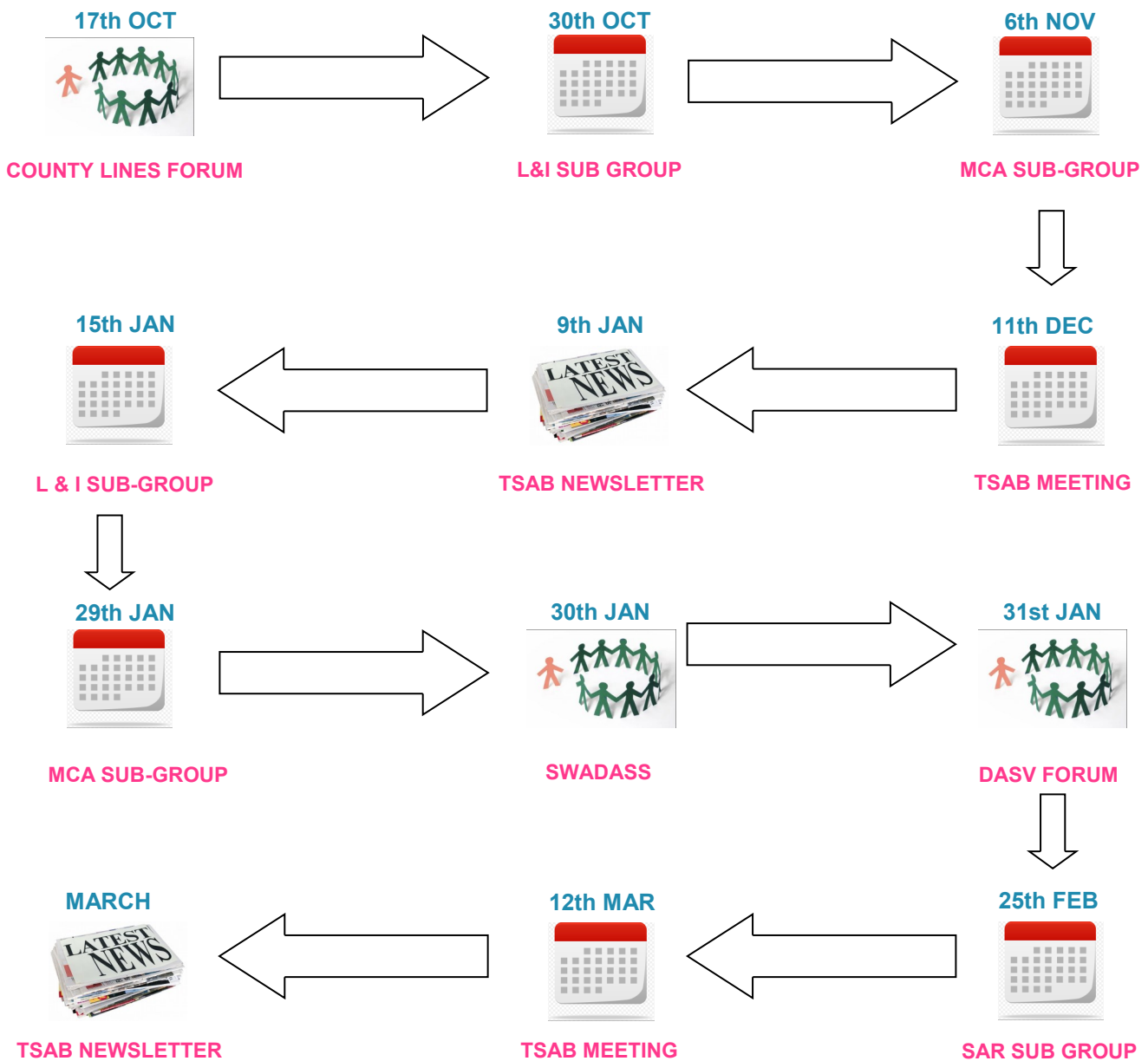
Please visit the Torbay Safeguarding Adult Board public website for additional information.

TSAB PLANNER APRIL 2018 - SEPTEMBER 2018



TSAB consists of members from the following organisations:
 Torbay and South Devon NHS Foundation Trust,
 Devon Clinical Commissioning Group, Devon and Cornwall Police,
 Care Quality Commission, Devon Somerset & Torbay Trading Standards.

TSAB PLANNER OCTOBER 2018 - MARCH 2019



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Devon and Somerset Fire and Rescue Service, Torbay Healthwatch, Speaking Out in Torbay, Care Providers Network, Torbay Council, Probation Service, South West Ambulance Service, Devon Partnership Trust, NHS England.

TSAB USEFUL INFORMATION

Acronyms Glossary:

ADASS - Association of Directors of Adult Social Services

DSAB - Devon Safeguarding Adults Board

L & I - Learning and Improvement

MCA - Mental Capacity Act

SAB - Safeguarding Adults Board

SAR - Safeguarding Adults Review

TSAB - Torbay Safeguarding Adults Board

TSAR - Torbay Safeguarding Adults Review

Contact Us

Click [here](#) to view the TSAB public webpage or <https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/safeguarding-adults-board/>

01803 219760 - TSAB Coordinator

01803 219700 - If you have a safeguarding concern

Safeguarding adults is everyone's business
"If you see something, say something" 01803 219700