



# **ANNUAL REPORT 2019/2020**

**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

Torbay Safeguarding Adults Board continues to oversee the local systems and processes put in place to protect people who are unable to protect themselves.

Every year, new challenges are made to our partners in their attempts to outwit those intent on exploitation and causing harm. I am full of admiration for the innovative ideas in place to support individuals and provide them with an environment to enable them to keep safe. Particularly noteworthy this year, is the Creative Solutions Forum led by Torbay Council, which aims to put sustainable solutions in place for individuals who fall through the net.

Unfortunately, the reduction or changes to resources and organisations make the task increasingly difficult. Current governance systems can be time consuming and involve duplication of effort. Whilst reporting is essential for us to hold each other to account, we need to find ways to reduce the load falling on some key individuals. In responding to this, the Board is considering options. This will include the potential benefits of working more closely with Devon Safeguarding Adults Partnership and other local Boards.

If you would like to know more, please click [Here](#) to look at our Business Plan and Annual Reports.



Best wishes

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.

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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 Adults Single Point of Contact (SPOC). 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 number of individual safeguarding adult contacts to the SPOC team in 2019-2020 rose to 1797 with the majority of concerns raised by health and social care staff. Most of these were resolved through signposting or through advice and support, 105 proceeded to statutory safeguarding enquiries. The number of concerns reported by members of the public was low, at just over 5%, and we recognise we need to do more to raise public awareness of what safeguarding means and how members of the public can report concerns. Neglect remains the highest reported adult abuse category, followed by financial and psychological abuse. The national Making Safeguarding Adults Personal agenda focuses on person centred, not process driven, responses and we have embedded this approach in the way safeguarding concerns are responded to. Individuals preferred outcomes are identified as far as possible with responses built around these. In 2019-2020, 96% of people stated that their preferred outcomes were either fully or partially met. We also introduced the Healthwatch quality checker system to provide people the opportunity to feedback their experiences of our responses.

Our safeguarding forums continue to be a success. In July, our forum focused on attachment and trauma informed practice in partnership with colleagues in Children's services. In October, the Plymouth based charity Operation Emotion presented the film 'The Prison of Silence'. A story about the damaging effects of trauma caused by sexual abuse and how this has a lasting and detrimental effect on people's lives and the journey two men faced in their quest to seek help. The forums continue to reinforce best practice principles and partnership working across our local community. As ever, we are extremely grateful for those who support and contribute to their success.

This year has also seen us set up a group to look at how we respond to financial abuse. In August, we supported a communication drive to increase awareness of illegal money lending and how people can access support if needed. We also contributed 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. We are continuing to promote best practice principles across our local workforces and will prioritise raising public awareness of safeguarding adults in the forthcoming year.

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**Protection—Support and representation for those in greatest need.**

# TORBAY SAFEGUARDING ADULTS REVIEW GROUP

Torbay Safeguarding Adults Board (TSAB) must arrange a Safeguarding Adults Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is a 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.

Following the publication of a safeguarding adults review executive summary in March 2019, an action plan was created and agreed in October 2019. A task and finish group will oversee the completion of the action plan. In addition, practice learning briefings, screensavers and learning review posters were widely distributed. The group have also considered two more SAR referrals during this period, but to date, no new reviews have been commissioned. We have also worked to ensure that our response processes align with colleagues in Devon County Council for consistency of approach.

Should you wish to make a referral to the Safeguarding Adults Review Sub Group, please email [tsdft.torbaysafeguardingadultboard@nhs.net](mailto:tsdft.torbaysafeguardingadultboard@nhs.net) or phone 01803 219831

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

## Healthwatch Torbay

Healthwatch Torbay are the people's champion of health and social care in Torbay.

An independent charity, based upstairs in Paignton Library, they gather public views and experiences about the care they receive from local health and social care services like hospitals, GP surgeries, dentists, pharmacies, opticians, mental health support services, care homes and care at home. They use this real feedback to help improve local services by raising any concerns with key decision-makers and making sure they listen to and act upon them.

They continue to work with Torbay and South Devon NHS Foundation Trust 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 are asked if they consent to providing feedback, a random sample of these are contacted by specially trained safeguarding quality checkers. Anonymised Independent reports are submitted to Torbay Safeguarding Adults Board and used to directly inform local safeguarding systems and practices.

The project began in April 2019, with volunteer Quality Checkers undertaking structured interviews by telephone. The opportunity to provide feedback has been well received, identifying the choice and support provided to individuals. Healthwatch Torbay look forward to developing the project further for the future.

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**Partnership**—Local solutions through services working closely with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.

# JOINT MENTAL CAPACITY ACT SUB GROUP

To support the Safeguarding Adults Board (SAB) overarching Business Plan, the members of the Mental Capacity Act (MCA) 2005 Sub Group to the SAB have remained focused on protecting the well-being, rights and dignity of people living in Torbay who may, or do lack the mental capacity to make some or all decisions relating to the way they live their lives.

For 2019 and 2020 the Sub Group have identified a work plan that consists of three key areas, all of which have a significant interface with the overarching work of the SAB and its business plan.

The three key areas are:

- **The Liberty Protection Safeguards (LPS)**

LPS is a new legislative framework that is due to come into force on the 1st October 2020 and it will replace the current Deprivation of Liberty Safeguards, following a 12-month transitional period. LPS will protect the rights of people who are unable to consent to the arrangements in place for their accommodation and care (because of an impairment of or disturbance in the functioning of their mind or brain), and as a consequence of those arrangements become deprived of their liberty. At this moment in time we are waiting for the publication of the draft Code of Practice and Regulations which will provide much needed detail in relation to the implementation of the new Act. This is a significant change in legislation with implications for a number of the Safeguarding Board Partners, many of whom will become Responsible Bodies.

- **Legal Literacy**

A report written by Michael Preston-Shoot in October 2017 which looked into Safeguarding Adults Reviews undertaken within the South West identified the need to ensure that workforces are equipped with the necessary knowledge and skill set to practice lawfully and implement the correct legal framework to safeguard vulnerable people where appropriate and necessary to do so. The Sub Group aims to explore how this can be achieved and to develop guidance to support this complex area of practice.

- **The use of Restriction, Restraint, and Seclusion**

It is the last resort to restrict the movements of a person, use restraint or seclude a person from others. However, at times it may become necessary to do so to protect a person from serious harm in their best interest. It is vitally important that should such a circumstance arise involving a person who lacks the mental capacity to consent to a restrictive intervention, everyone involved fully understands how to safeguard the well-being, rights and dignity of the person in questions throughout. The Sub Group aims to work closely with Partners and develop a range of resources that can be widely disseminated across Torbay.

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
- DSAP commissioned training
- Embedding Learning into Practice
- 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.

Currently Devon Safeguarding Adult Partnership and Torbay Safeguarding Adults Board have different arrangements for Multi-Agency Case Audit. Findings from each are discussed within the Learning and Improvement Sub Group. The Devon process was re-reviewed in 2019 resulting in further improvements to the tool. Learning from the case audits have resulted in some specific work for the Devon Safeguarding Adults Partnership, including an escalation protocol for professional disagreements. Additionally feedback from a range of audits, including the multi-agency case audit, has led to the current review of the Devon and Cornwall Safeguarding Adults Information Sharing Agreement, which is hosted by Devon and Cornwall police and a review of Devon concern and enquiry recording forms. Torbay undertook a bespoke multi-agency audit which was undertaken to review outcomes of safeguarding repeat referrals.

The Joint Safeguarding Adults Training Strategy 2019/2020 has been approved with its implementation a core focus for 2020/2021.

The Embedding Learning into Practice work stream continues with completion of surveys of both organisational leads and front line staff as to how learning from Safeguarding Adults Reviews could be most effectively embedded. Analysis is underway of the final survey and recommendations will be implemented next year. As part of the work led by the Torbay Safeguarding Adults Forum following an individual SA, practice briefings have been developed and widely circulated across Torbay, including the local care home network and across Devon. Additionally, there have been three Safeguarding Adults Forums, hosted by TSDFT, to promote trauma informed practice.

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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, 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

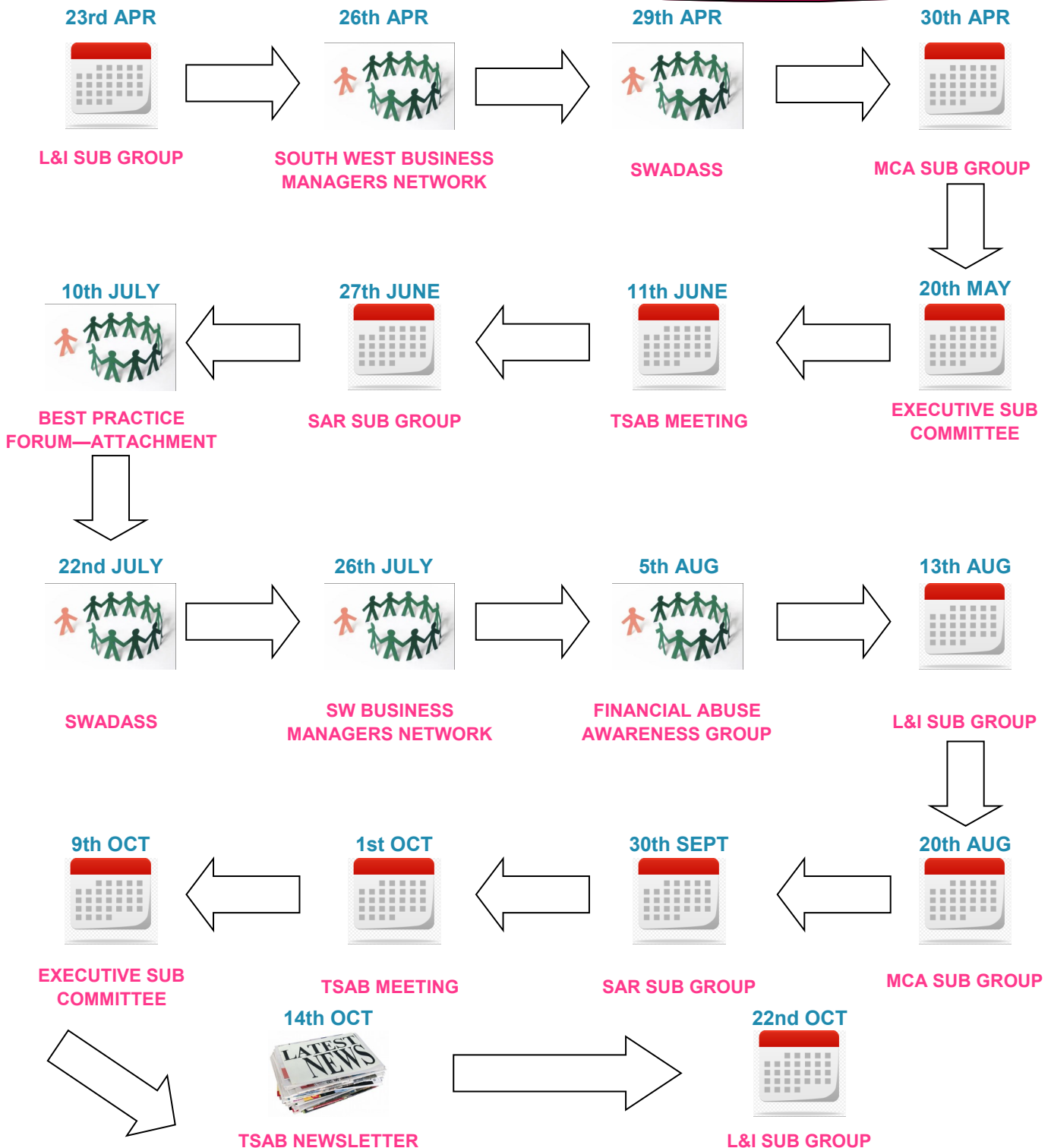
**Market Shaping and Commissioning**— Reshape the market for residential care to meet changing demand and more complex needs.

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

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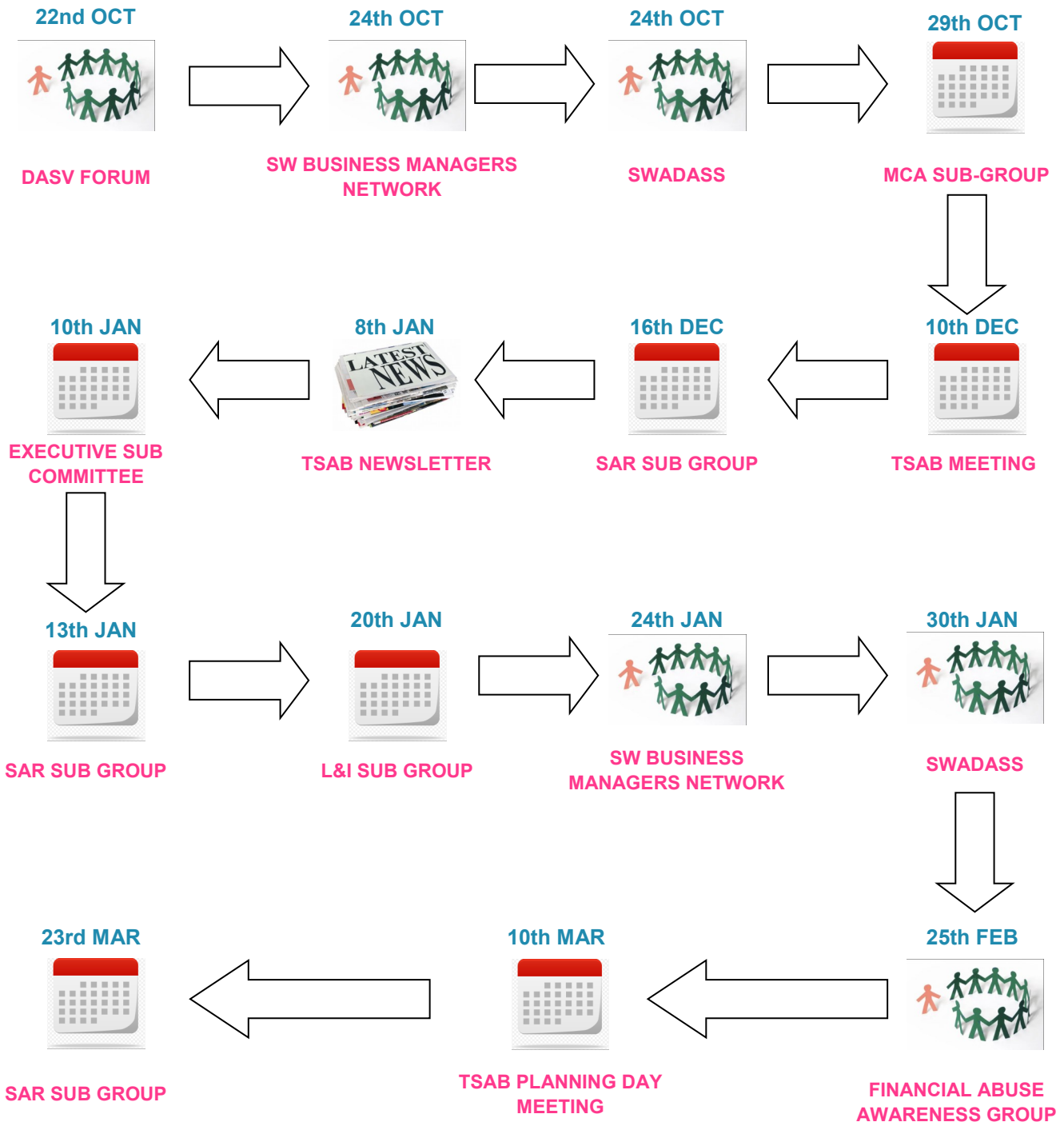
Please visit the Torbay Safeguarding Adult Board public website for additional information.

# TSAB PLANNER APRIL 2019 - OCTOBER 2019



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 2019 - MARCH 2020



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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, NHS Improvement.

## TSAB USEFUL INFORMATION

### Acronyms Glossary:

**ADASS** - Association of Directors of Adult Social Services

**DSAP** - Devon Safeguarding Adults Partnership

**L & I** - Learning and Improvement

**MCA** - Mental Capacity Act

**SAB** - Safeguarding Adults Board

**SAR** - Safeguarding Adults Review

**SW** - South West

**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

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