



# London Borough of Waltham Forest

## Safeguarding Adults Board

2006/07

## ANNUAL REPORT



Working together for a safer London

# **Safeguarding Adults Annual Report**

## **1. The Safeguarding Adults Board**

1.1 The Safeguarding Adults Board is Chaired by Sandra Howard, Head of Social Care and Health Services and is attended by senior management from key partner agencies as set out below:

- Waltham Forest Adult Services
- Waltham Forest Primary Care Trust
- Learning Disability Partnership
- North East Mental Health Trust
- Commission for Social Care Inspection
- Receivership Section
- Waltham Forest Community Safety Unit
- Whipps Cross University Hospital Trust
- Voluntary Sector, Age Concern
- Safeguarding Adults Team

1.2 The role of the Safeguarding Adults Board is to promote, inform and support the work of the safeguarding of adults multi agency working group in Waltham Forest. Safeguarding adults multi agency group is driven forcefully, and has been adequately represented across the borough

1.3 The safeguarding adults agenda is included in the strategic documents and plans.

## **2. Safeguarding Adults – Achievement**

2.1 Waltham Forest has brought many changes to the way in which to protect vulnerable adults locally. This included devising new systems in place to cover areas for pattern of abuse in all settings, but specifically relating to issues of Quality of care, within residential and nursing care settings.

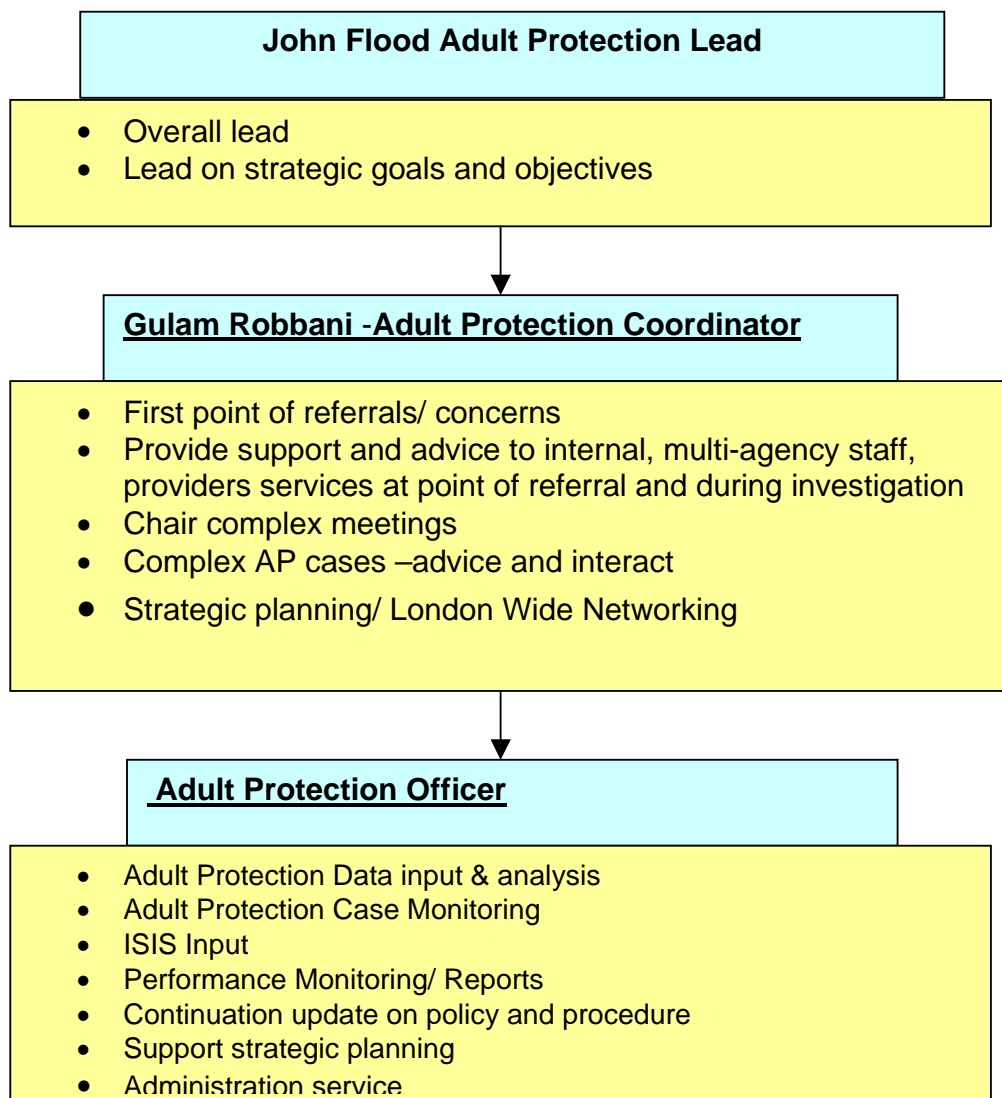
2.2 The model, described in the Association of Directors of Social Services (ADSS) national standards for Safeguarding Adults is based on a comprehensive set of national standards designed to back up a 'zero-tolerance' approach to the neglect or abuse of vulnerable adults. It is a good practice designed to further the development of safeguarding adults' work throughout England. It collects best practice and aspirations together into a framework, which, if implemented in every local authority area, will help prevent and address adult abuse across the country.

- 2.3 The emphasis from adult protection towards safeguarding adults resulted in many changes such as a revised policy, review of strategies in place, a comprehensive yearly programme and a new Safeguarding Adults Team structure.

### 3. Safeguarding Adults Team

- 3.1 In November 2007, London Borough of Waltham Forest, as the lead agency, placed Safeguarding Adults under Head of Improvement and Efficiencies, John Flood who subsequently appointed a full time Safeguarding Adults Coordinator, Gulam Robbani, in November 2006. A full time Safeguarding Adults Officer post, was also created.

### 4. Safeguarding Adults team structure & Roles and responsibilities



## **5. Safeguarding Adults Work Programme**

5.1 The work programme for 2006 was ambitious and continued to be the framework for year 2007/08, with a focus on:

- Revising Safeguarding Adults Policy and Procedure
- Raising Awareness – Adult Abuse/ Prevention
- Vulnerable Uncooperative Adult Policy
- Serious Case Review
- Mandatory Safeguarding Adults Awareness Training for Staff across Borough (including Voluntary and Private Sector)
- Safeguarding Adults investigation training and specific training
- PoVA Champions
- Focus Health Sector
- Focus Home Care Sector
- Independent Providers Sector (Attendance and Awareness)
- Implementation Mental Capacity Act Training
- Steer BME Awareness Group
- Working with Nursing and Residential Care
- Working with Carers
- ISIS- Implementation Safeguarding Adults
- Team Briefings on policy and protocol
- Safeguarding Adults Team structure
- Local Implementation of revised Policy

5.2 A more detailed Work Programme is attached at Appendix 1.

## **6. Safeguarding Adults Awareness**

6.1 Awareness raising has taken place as follows:

- A number of presentations have been done to raise awareness on Safeguarding Adults in the community and to the Providers service.
- Presentation by Adult Safeguarding Lead at *The Providers Forum*
- Presentation by Adult Safeguarding Lead at *The Users Forum*
- Presentation by Adult Safeguarding Lead at *The Carers Forum*
- In addition to the above, AP Management group (SAWG) formed a sub-working party to produce:
- Say no to abuse – An AP Easy Read Leaflet – published June 06
- AP General Leaflet – published/ distributed June 06

- Road Shows: Residential Care Homes / First Response Team (FRT) / Whipps Cross University Trust Hospital Social Work Team / Learning Disability Partnership / North East London Mental Health Trust (NELMHT).

## 7. Safeguarding Adults - Multi-agency policy and Procedure

7.1 The multi-agency policy agreement for adult protection is being updated to reflect the change to safeguarding Adults. This work is being undertaken through the Safeguarding Adults Operational Group, a sub-group of the partnership board. The Safeguarding Adults Operational Group includes managers and practitioners from a range of sectors, whose remit is to drive forward the work and policy agreements in adult protection.

## 8. Safeguarding Adults - Review of training

8.1 London Borough of Waltham Forest Implemented Safeguarding Adults as mandatory across Health and Social Care Directorate

8.2 The training is also provided free for voluntary organisations and at a subsidised cost to private providers.

8.3 Implemented -2 day -Adult Protection investigation training course for identified statutory staff.

8.4 E- learning programme is being considered to across multi-agency partnership group, a flexible ways training large number of staff.

8.5 The following grid identifies the appropriate training for each group of staff.

Staff Group	Safeguarding Adults Awareness	Safeguarding Adults Investigation
Group Managers	<b>Mandatory</b>	Mandatory
Social Work team managers	<b>Mandatory</b>	Mandatory
Social Workers	Mandatory	Mandatory
Social Work Assistants	Mandatory	Mandatory
Home care DCM's	Mandatory	Mandatory
Residential Senior Staff	Mandatory	Mandatory
Care Assistants	Mandatory	

Staff Group	Safeguarding Adults Awareness	Safeguarding Adults Investigation
Home Care Assistants	Mandatory	
Day Care Staff	Mandatory	
Domestic Staff within units	Mandatory	
Day Care Senior staff	Mandatory	Mandatory
Contracts staff	Mandatory	Mandatory
Complaints staff	Mandatory	Mandatory
HR Advisors	Mandatory	Mandatory
Senior HR Advisor	Mandatory	Mandatory

8.6 **Safeguarding Adults Champions.** A group of staff from multi disciplinary setting were trained to become Safeguarding Adults Champion to train others from their own organisation on issues relating Safeguarding Adults. They represented Whipps Cross Hospital, Housing, Age Concern, external domiciliary care providers and Safeguarding Adults Team.

- 8 individual completed course successfully
- 1 Extension due to complete
- 1 did not complete competency test but passed practical

8.7 Specified training for First Response teams. In addition to Safeguarding Adults Awareness and Investigation course, we commissioned training on:

- Chairing Complex Safeguarding Adults Strategy Meeting and Case Conferences
- Safeguarding Adults Minutes taking – for administrative staff in First Response teams.

## 9. Safeguarding Adults – Data

9.1 The data gathered over the past year has been helpful in assisting the Safeguarding Adults Team in identifying where further work is needed and patterns of abuse. The data fields are updated as per reporting requirement set out by Doh. Waltham Forest contributed to Health and Social Care fact-finding survey in January 2007.

## 10. Safeguarding Adults – total number of cases reported in Waltham Forest

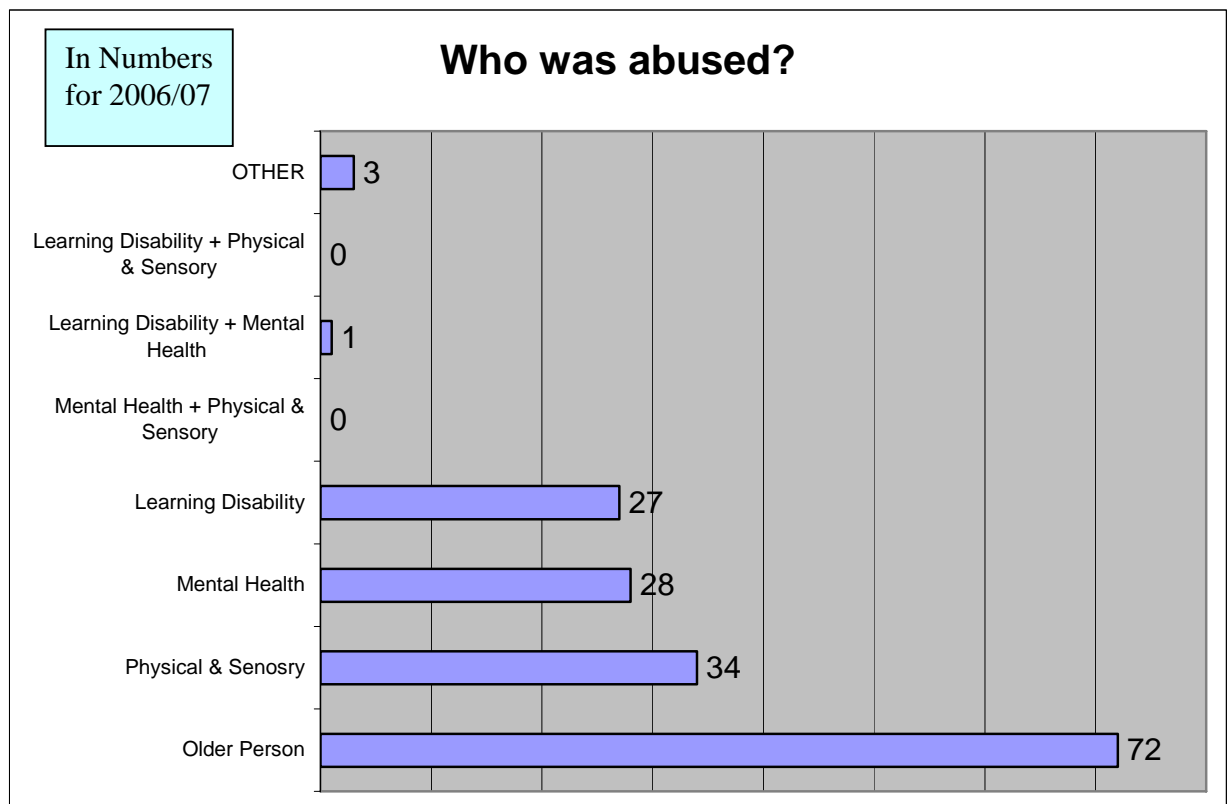
10.1 The total number of cases reported to the Safeguarding Adults Team from April 2006 to March 2007 is 163. This indicated a 79% increase from last year referral, which was in total 91 cases.

## 11. Who was abused?

11.1 Older People were the largest group reported in Waltham Forest, followed by vulnerable adults with Physical and Sensory Disabilities, followed by Mental Health and Learning Disabilities.

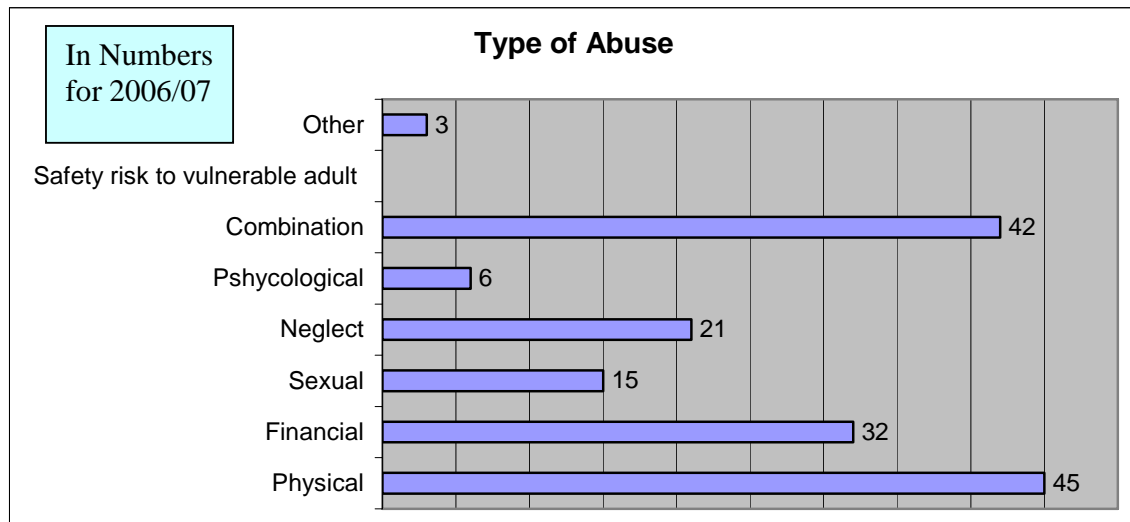
11.2 The absence of data from people with HIV/AIDS and the low incidence among people suggest under-reporting among these groups.

11.3 Further work will be undertaken in these areas to ensure that the relevant staff are aware of how to recognize and report abuse to the Safeguarding Adults Team.



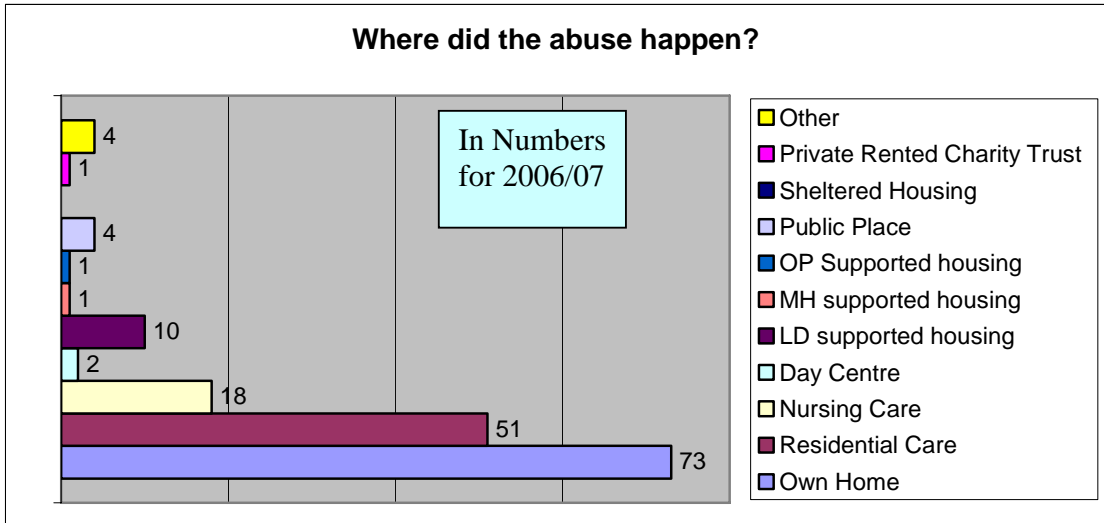
## 12. Types of abuse

- 12.1 The most common type of abuse residents of Waltham Forest experienced was of physical abuse, followed closely by combination of abuse. Financial abuse was the third highest abuse reported.
- 12.2 Established key relationship with Receivership sections to address rise in financial abuse.



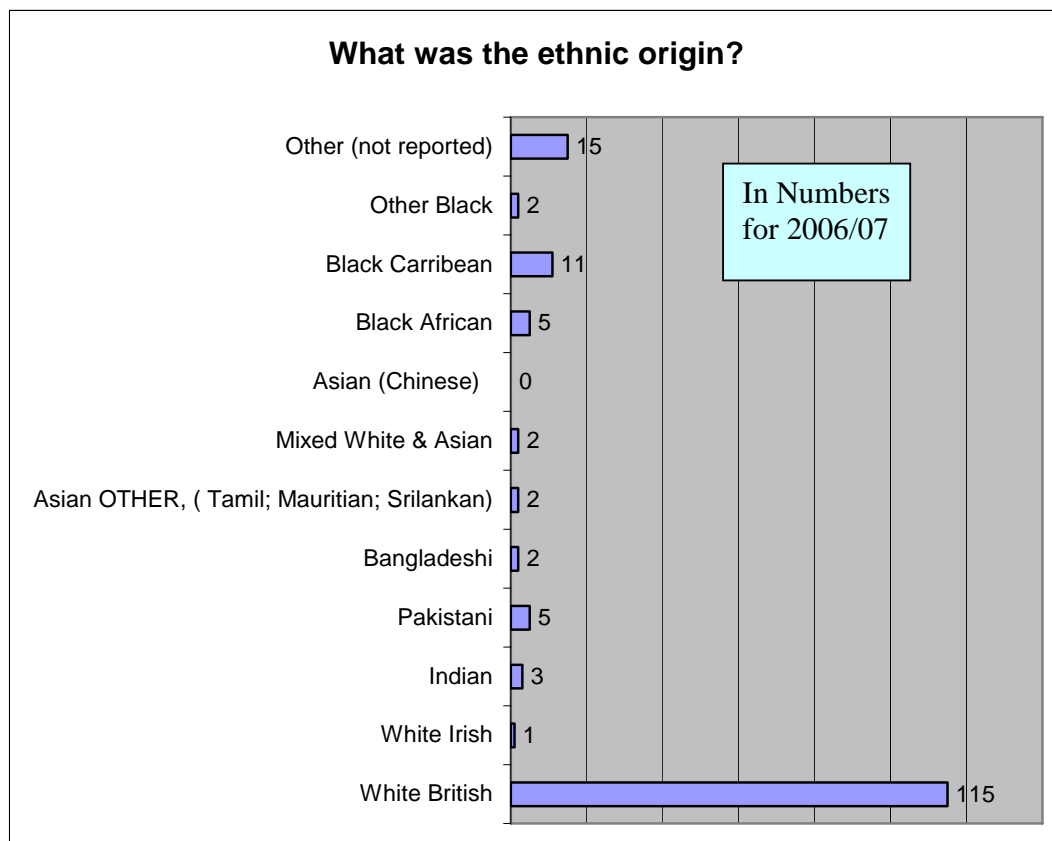
## 13. Where did the abuse happen?

- 13.1 In Waltham Forest, more abuse is reported as occurring in service user's own home and secondly in residential homes, including the nursing home. Work is already ongoing to raise awareness for adult abuse in residential and nursing homes, but it is also likely that the reporting mechanisms are more robust in these establishments.
- 13.2 Abuse is more likely to go unreported in people's own homes or where service users live with parents and social workers and all staff are reminded of this at training sessions.
- 13.3 There has been a lack of clarity this year around how reports of abuse occurring in NHS and/or private hospitals and clinics should be investigated and by whom.



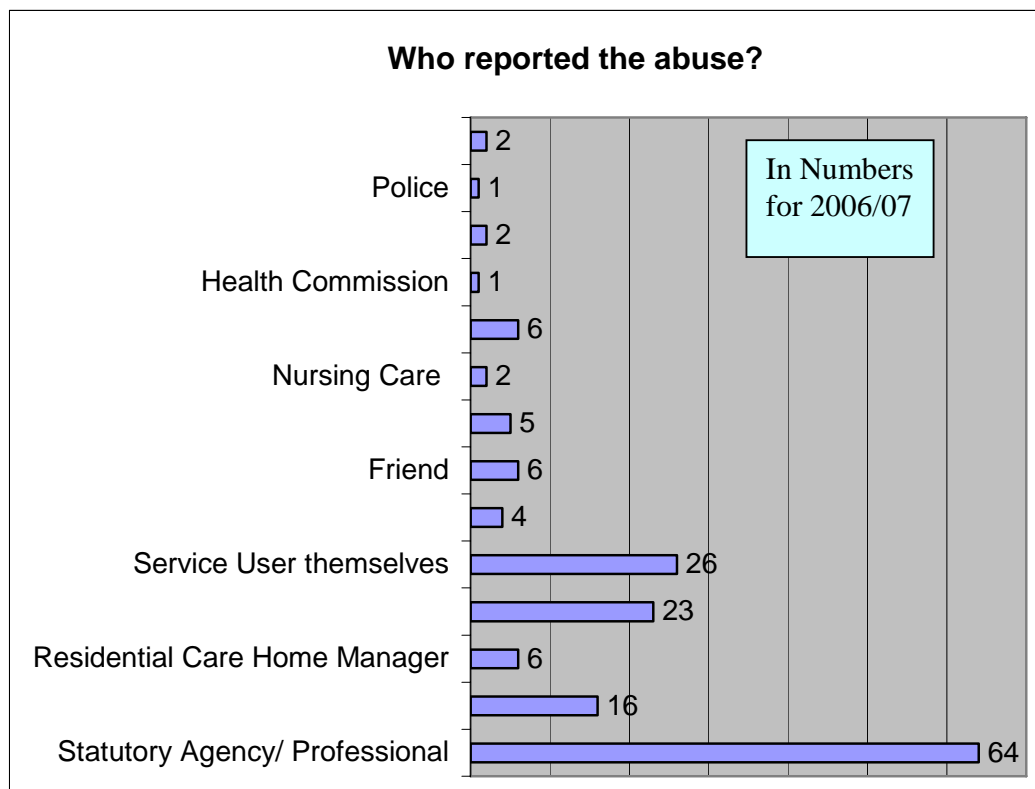
**14. What was vulnerable adult’s ethnic origin?**

- 14.1 There were a high number of recorded abuse cases from White British service user.
- 14.2 BME Under reporting identified. BME Awareness Steering group will be formed to address the under reporting and raise awareness amongst BME community.



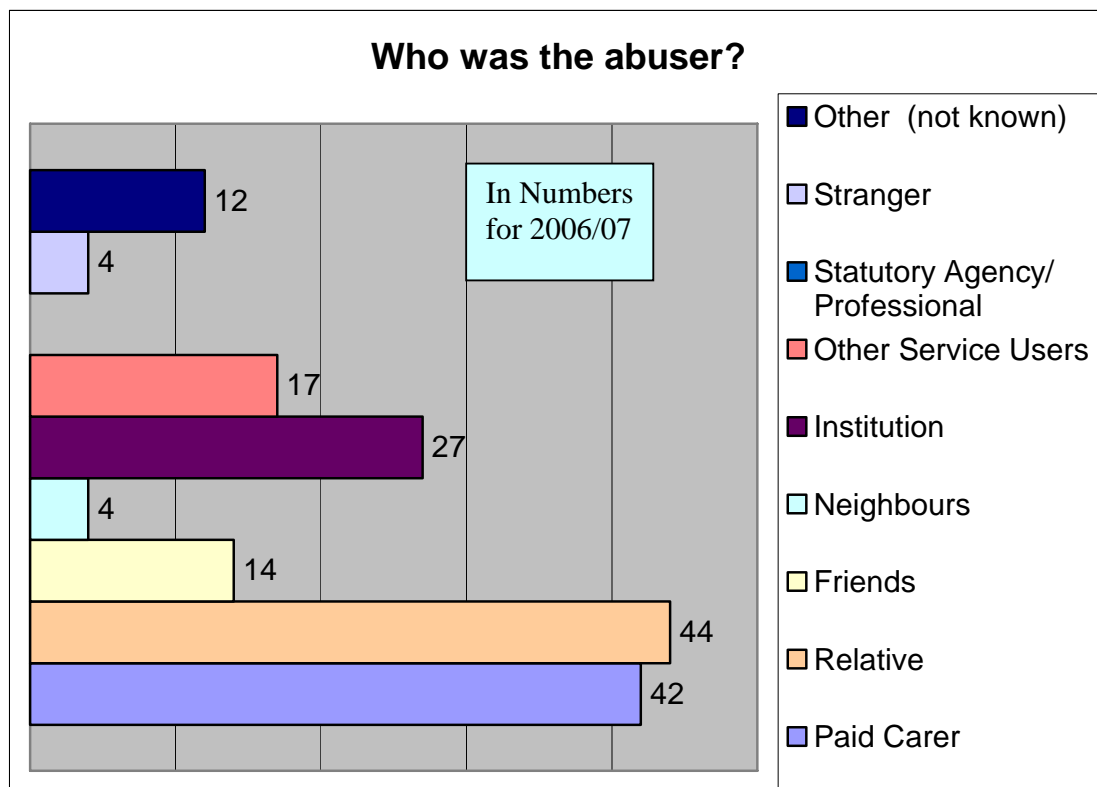
## 15. Who reported the abuse?

- 15.1 Statutory Agency Professional reported most abuse. A majority of service user reported abuse; themselves, which is a result of publicizing Adult protection through general, and Easy read leaflet and guides in residential and nursing care.
- 15.2 Each sector has represented well for reporting abuse this year.
- 15.3 Reporting adult abuse is on ongoing training agenda programme.
- 15.4 Lack of reporting from NHS staff identified.



## 16. Who was the abuser?

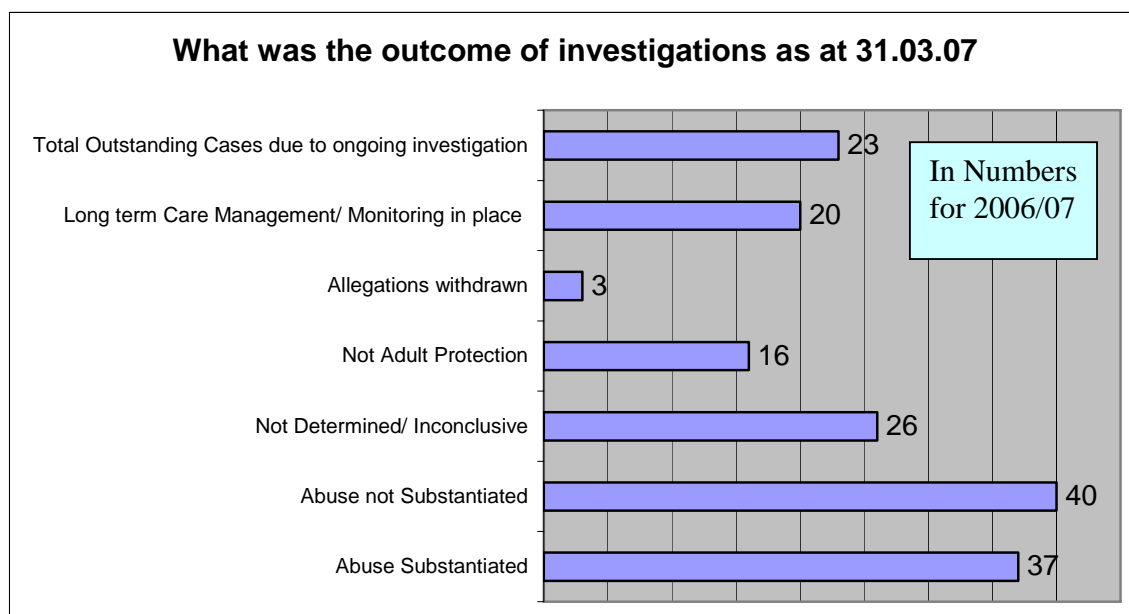
- 16.1 Relatives caused most abuse, followed closely by Paid Carer. A number of issues around manual handling led to abuse. Identified manual handling as part of protection and action plan. All Home Care staff has completed training.
- 16.2 In comparison with cases received last year, it was also identified that institutional abuse has risen tremendously. Safeguarding Adult team is closely linking with Contracts and Commissioning department to address identified patterns of abuse in institution.
- 16.3 Safeguarding Adults Coordinator was assigned a road show programme to raise awareness in In-house residential care home.
- 16.4 Safeguarding Adults Coordinator is linking with Providers Services at Providers Forum.
- 16.5 Training section has devised a programme, which is open to all private and voluntary sectors.



**7 Paid Carers were reported to PoVA list**

## 17. What was the result of reporting abuse?

17.1 The main aim was to ensure each adult's safety was achieved and a long term Care Management and Monitoring was put in place. A substantial amount of investigation involving financial and sexual abuse is still under investigation due to lack of and or slow response from the police.




## 18. Develop strategy, policy and practice






- 18.1 London Borough of Waltham Forest will be taking a cohesive and consistent approach to safeguarding adults locally.
- 18.2 With a view to the Ministerial new initiative, *Dignity in Care* will be promoted and reflected in the Safeguarding Adults work.
- 18.3 The Safeguarding Adults work programmes puts emphasis on increasing awareness among users, carers and professionals.
- 18.4 Through work with key partners to integrate and implement Safeguarding Adults policies with the objectives of the wider strategy.
- 18.5 To work closely with Contracts and Commissioning to identify patterns of abuse in residential and nursing care and to make recommendation to the Adult Management Team of concerns and to observe further placements.
- 18.6 Safeguarding Adults training for the Statutory, Voluntary and Private originations is implemented through a robust yearly programme. To identify and implement specific Safeguarding Adults investigation training for statutory staff to ensure a robust procedure in place to achieve a satisfactory outcome for every incident logged as safeguarding adults.
- 18.7 Safeguarding Adults Coordinator also attends and Chairs complex Safeguarding Adults strategy and case conferences.





## Safeguarding Adults Board – Work Programme (2007)







### Performance Indicators:


Blue: Completed  
 Green: On schedule  
 Amber: Slippage from timescales  
 Red: Alarming

Work	Progress	Timescales	Performance Indicator
Safeguarding Adult Policy and Procedure	<ul style="list-style-type: none"> <li>• First Draft to Safeguarding Adults Board meeting on 02.04.07</li> <li>• Second Draft to SWAG on 26.04.07</li> <li>• AP Coordinator consulted Operational management consultation–11.06.07</li> <li>• Draft out for Board/AMT consultation 13.06.07 for comments by 22.06.07</li> <li>• Final review 25.06.07-26.06.07</li> <li>• Submit to board 27.06.07 for approval on 02.06.07</li> </ul>	Complete – June 07 Formal launch – July 07	

Work	Progress	Timescales	Performance Indicator
Uncooperative Vulnerable Adult Policy	<ul style="list-style-type: none"> <li>- Discussed at SWAG meeting 26.04.07</li> <li>- Members agreed a section in the revised policy instead of a new policy</li> <li>- Old policies retrieved and reviewed AP Coordinator</li> </ul>	A new section added to the revised SA policy.	
Serious Case Review	<ul style="list-style-type: none"> <li>• Draft to Board on 02.04.07 – Board in agreement</li> <li>• Official sign off by Board in July 07</li> <li>• Resources – Independent Chair (JF) to discuss resources with Sandra</li> <li>• JF to liaise with Sandra Howard</li> </ul>		
Training – Safeguarding Adults Awareness	<ul style="list-style-type: none"> <li>• Commissioned 07-08</li> </ul>	April 07	
Training: Mandatory for Staff across Borough (Voluntary and Private Sector)	8 courses to be commissioned for 07-08	April 07	
Training: Focus Health Sector	Reviewing an E-learning programme with champions	April 07-March 08	

Work	Progress	Timescales	Performance Indicator
Training: Focus Home Care Sector	40 staff remaining. Home Care champion will be supported to provide training for this group	July 07	
Training: Independent Providers Sector	Discussion at Partners Launch re how to support them in ensuring this training is carried out. AR established a sub web link to current LBWF internet sites. Identified 24 Partners. AR regularly posts update information on weblink and circulates information to this sector.	Ongoing	
Training: Implementation Mental Capacity Act	Steering group to make recommendations for training. E-learning programme has been identified Briefings held at LDP; WX	April 07	
BME Awareness Group	<ul style="list-style-type: none"> <li>• Sub group was formed -July 06.</li> <li>• Sub group shared ideas to raise awareness in BME group.</li> <li>• This group did not progress due to lack of capacity and resources.</li> </ul>	Aug 07	

Work	Progress	Timescales	Performance Indicator
In house Residential Care Road Show	<ul style="list-style-type: none"> <li>- Awareness</li> <li>- Relationships</li> <li>- Training</li> <li>- Policy</li> </ul>	Completed June 07	
Working with Carers	<ul style="list-style-type: none"> <li>- Meeting held with WF Carers Association.</li> <li>- Some information already sent out to vulnerable adults in need of Carers support</li> <li>- SB linked at WF Carers meeting on 16.05.07</li> </ul>	Ongoing	
Working with Police	<ul style="list-style-type: none"> <li>• Sapphire Unit – date to be rearranged</li> </ul>	Continuing	
	<ul style="list-style-type: none"> <li>• Community Safety Unit – date to be rearranged</li> </ul>	Continuing	
ISIS- Implementation Safeguarding Adults	<ul style="list-style-type: none"> <li>• Added Safeguarding Adults Tools to iSIS case notes</li> </ul>	Completed Feb 07	
<ul style="list-style-type: none"> <li>• Safeguarding Adults -part of current iSIS Work Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Dependent on policy</li> <li>• Verna Graham to take lead</li> </ul>	To be determined	

Work	Progress	Timescales	Performance Indicator
Safeguarding Adults Launch (Event)	Dependent on policy	To be determined	
Service specific Information Sharing Agreement.	To be scheduled in Autumn	To be determined	