



Nottinghamshire Safeguarding Adults Board

**Help
Stop.**
abuse &
neglect



Annual Report 2018/19

Our Vision for Safeguarding Adults:
**'A county where all adults can live a life
free from abuse or neglect.'**



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Allan Breeton, Independent Chair
Nottinghamshire Safeguarding Adults Board

Message from the Independent Chair

Welcome to the 2018/19 Annual Report of the Nottinghamshire Safeguarding Adults Board (NSAB).

This annual report, written in line with Care Act requirements, details the work that NSAB has undertaken to carry out and achieve the objectives of year one (2018/19) of its new three-year (2018-2021) strategic plan, as well as highlighting contributions from our partners.

NSAB maintains its work towards the three key aims identified within its published three-year strategic plan, namely:

- Prevention
- Assurance
- Making Safeguarding Personal

NSAB meets quarterly, also hosting six-monthly partnership events. The work undertaken by the Board is supported by Learning and Development; Quality Assurance; Safeguarding Adults Review, and Communication Sub-Groups.

As this report marks the end of the first year of our Strategic Plan 2018-2021, we reflect on the work completed by NSAB and its partners over the past twelve months, measuring success in our three priority areas.

We continue to work in conjunction with agencies across Nottinghamshire to assure ourselves that partners are doing all they can to reduce and remove instances of abuse and neglect and, as ever, our strength is in partnership working. This has been demonstrated with various multi-agency training opportunities, by the work produced at the Board's four sub-groups, partnership events as well as presentations to the Board from; Nottinghamshire Police, the Clinical Commissioning Groups, Healthwatch, Nottinghamshire Healthcare Trust and Nottinghamshire County Council, to name a few. I would like to place on record my thanks to all of our partners for their continued assistance with progressing the work of NSAB in delivering services that support our three-year plan.

As with recent years, we are presenting this information in a concise format, providing you with good, clear evidence of the work completed by NSAB during the period 2018/19. Further details, including NSAB membership, year-end data, and full details of members' and partners' contributions can be found on our website at www.safeguardingadultsnotts.org.uk

If you do not have internet access, or require this information in an alternative format or language, please phone **0115 977 3911** for copies of these extra materials.

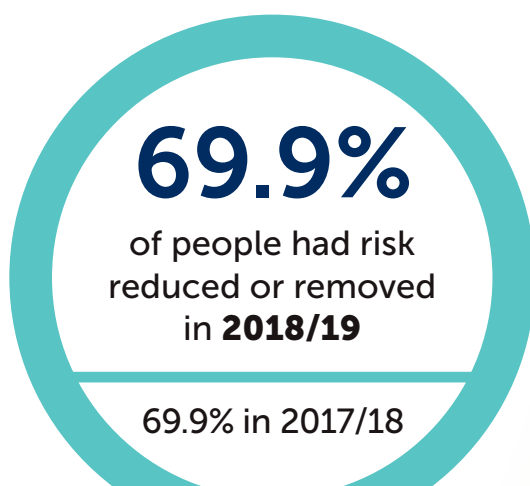


Assurance



What we said we would do	What NSAB did to achieve it	Complete
We will develop a prevention strategy that clearly identifies how we will aim to reduce incidences of abuse and neglect in Nottinghamshire and how we will measure the success of this.	A partnership event was held to discuss the priorities for a NSAB Prevention Strategy, to build on the new guidance section in the procedures for raising a concern and referring. This event led to the development of a draft strategy. It was also agreed to develop an advice and toolkit for those working with people who are self-neglecting.	✓
We will work with partners to embed Making Safeguarding Personal (MSP) into their practices in a way that is meaningful to them.	The Board strengthened MSP in the updated multi-agency Procedures for Raising a Concern and Referring and its accompanying guidance. This provided a definition of MSP, highlighted the importance of a person-centred approach and placed more focus on 'having a conversation' with the adult at risk. The multi-agency Trainers' Forum aided those facilitating learning events and safeguarding adults training to help to embed MSP in the culture of their organisations.	✓
We will develop approaches to the Board's work which will enable service users to support and influence its work.	The Board has developed a programme of service user feedback at its meetings in the next financial year. It has promoted an approach of co-production in relation to developing marketing materials and influencing the development of new procedures and guidance documents.	✓
We will develop a process to enable meaningful feedback from service users who have experienced safeguarding interventions, to improve practice.	The Board funded a pilot project commissioning Healthwatch to seek the views of service users about their experiences of the safeguarding process. It will also consider the recommendations from this project in due course.	✓

What we said we would do	What NSAB did to achieve it	Complete
We will ensure that the Board continues to be effective and complies with current legislation and best practice.	During 2018/19, NSAB worked to ensure its sub-groups were effective and productive. Chairs provide an update on the work of their respective sub-groups at each Board meeting, and the Independent Chair met with each Statutory Board Member; the Police and Crime Commissioner and also held a co-ordination meeting with the chairs of the individual sub-groups.	✓
We will review and develop the partner self-assessment assurance tool, which all partners will be expected to complete.	The Board approved a trial of a new partner self-assessment assurance tool which built on the annual report return but also included questions about identifying partners' organisational risks in relation to safeguarding adults and what they have done to mitigate these.	✓
We will support partners who identify areas of development following completion of the revised self-assessment assurance tool.	Work to support partners who identify areas of development following completion of the revised self-assessment assurance tool will take place in the next financial year.	✓
We will create and implement a multi-agency audit process, building on the local authority's quality assurance framework.	Working with our City colleagues a multi-agency audit process was developed and trialled by partners. This will be undertaken three times a year in the next financial year and recommendations from these audits will be presented to the Board for consideration.	✓



4263

referrals received
in **2018/19**

1809 (42.4%)
went to enquiry

“NSAB will develop preventative strategies that aim to reduce instances of abuse and neglect within Nottinghamshire.”

Throughout 2018/19, NSAB developed a Prevention Strategy in line with its three-year priorities, to demonstrate its commitment to preventing and reducing the risk of abuse and neglect to those adults with care and support needs in Nottinghamshire. The strategy details how it will work in partnership with residents of Nottinghamshire as well as both statutory and non-statutory organisations, to achieve NSAB's vision of:

“A county where all adults can live a life free from abuse or neglect.”

The Nottingham and Nottinghamshire Multi-Agency Procedures and Guidance for Raising a Concern and Referring were revised during 2018 in order to clarify the issue of consent and information sharing in regard to safeguarding adults concerns as a result of the Data Protection Act 2018; the section on non-recent abuse was also updated, and the Making Safeguarding Personal approach was strengthened throughout the document, reflecting the six principles of the Care Act.

In line with the focus upon prevention of abuse, a new section was included in the accompanying guidance to the Procedures for Raising a Concern and Referring, which now has advice on early interventions and prevention, providing useful tips for front-line staff visiting adults in their own home or in care settings. Sections were also added on reducing the potential risk of financial exploitation, promoting well-being and independence, tackling social isolation, and support for carers.

These revised procedural documents were presented and launched at NSAB's Autumn 2018 Partnership event which also discussed the priorities for the development of a Prevention Strategy. Following these multi-agency discussions, the initial focuses of the strategy were agreed to be

- fraud against the vulnerable
- social isolation
- support for carers
- self-neglect

It was also agreed to develop an advice and toolkit specifically for those working with adults who appear to be self-neglecting. In order to develop this, several multi-agency and cross-authority workshops were held with front-line workers to gain their views and feedback.

NSAB has continued to analyse and develop management information and performance data which has enabled us to further identify those most at risk of abuse and neglect. This work has enabled us to support care providers in a targeted way, working with them to prevent abuse and neglect occurring to adults who they support.

NSAB has also looked to establish benchmark data to measure the success of the action plans that are in development. The action plans will put an emphasis on prevention in all multi-agency NSAB learning opportunities; seek assurance that learning opportunities to relevant staff groups delivered by partners include links to safeguarding and preventing abuse and neglect and increase the number of formal links the Board has with user and carers groups, and other strategic boards.

The Communication Virtual Sub-Group has continued to develop and distribute materials to raise awareness of adult abuse across Nottinghamshire, including details of how to report incidents of abuse and neglect, in line with the three-year communication strategy. These co-produced materials, which include posters, leaflets, and digital screens, are displayed in GP surgeries, libraries, and day services, as well as disseminated amongst NSAB members and partners.

"The force has embarked on a refreshed Vulnerability Training program for all front-line staff providing practical guidance on safeguarding. This program commenced in January 2018 and will be delivered during 2018/2019."

Nottinghamshire Police



Making Safeguarding Personal 2018/19

“NSAB will develop and embed an approach to its work that is person-led and outcome-focused. We will engage the adult (or their representative) in a conversation about how best to respond to the safeguarding concern.”

Throughout 2018/19, NSAB has continued to promote a Making Safeguarding Personal approach, albeit business as usual now, encouraging members and partners to work towards engaging the adult at risk (or their representative) in a conversation about how they may wish to proceed following a safeguarding concern being raised, using a person-led, proportionate and outcome-focused approach.

“A co-produced project, to capture the views of service users involved in safeguarding interventions more effectively was launched in November 2018. This was developed with input from Learning Disability and Autism Partnership Board and Disability Independent Advisory Group to understand service user’s experiences when involved in a safeguarding intervention.”

Nottinghamshire County Council

Following on from the publication of the revised multi-agency Procedures for Raising a Concern and Referring, Nottinghamshire Safeguarding Adults Board updated the popular Referrer Training course to reflect the procedural updates, with a particular focus on the issue of consent. Case studies were also reviewed to better reflect the wide array of organisations professionally responsible for making safeguarding adults referrals, and the types of abuse and neglect they may encounter. Making Safeguarding Personal is, as ever, deeply embedded within this course, with particular and consistent emphasis being placed upon what the adult (or their representative) wants to happen as a result of the safeguarding concern being raised. During 2018/19, Nottinghamshire Safeguarding Adults Board has delivered this course to over 400 individuals representing

over 80 independent and statutory organisations, across all service user groups in Nottinghamshire.

One of the focuses for the Learning and Development Sub-Group action plan has been to raise awareness of the causation links between complex case management subjects and safeguarding adults. To this end we have begun to explore what existing opportunities are currently available that we can link with, as well as developing complex case management learning opportunities. As part of a larger developing project, this work is expected to continue into the next year.

Nottinghamshire Safeguarding Adults Board has continued to run the successful Trainers’ Forum. The events are aimed at those responsible for delivering safeguarding adults training within their organisation, providing informative and relevant presentations enabling attendees to adopt relevant parts of the information presented, to use within their own organisation’s internal training. During 2018/19, the Forum has provided professionals with a place to share best practice, and network with peers from other organisations with

whom they may otherwise not usually engage. One event during this period was a session on the new Pressure Ulcers: Safeguarding Adults Protocol and included how to recognise the various stages of pressure ulcers, appropriate treatment and management, and at what stage this becomes a safeguarding adults concern. This session was kindly delivered by partners from the Tissue Viability Team at Nottinghamshire Healthcare Trust, providing an engaging and interesting learning event of vital importance for the organisations who attended.

Another area the Learning and Development Sub-Group has begun to focus on is the compilation of relevant information to support carers and to map out available offers for carers, be it learning opportunities, peer support, or practical help such as how to access appropriate equipment and aids.

Our quarterly e-bulletin continues to develop in order to share relevant information, good practice and learning relating to Safeguarding Adults. These e-bulletins include summaries of recent Board meetings, current training offers from Nottinghamshire Safeguarding Adults Board and its partners; individual case studies which demonstrate best practice, including an emphasis on Making Safeguarding Personal, and what lessons can be learned and acted upon to improve practice across all organisations. The e-bulletin also includes relevant articles such as the fire risk of using emollients, information on Pica, and articles around modern slavery and scam prevention, amongst others.

Nottinghamshire Safeguarding Adults Board, in conjunction with our colleagues at Nottingham City Safeguarding Adults Board, reviewed the wider partner assurance tool to now include the opportunity for partners to update their current training approaches and how that links to safeguarding adults.

The Communication Virtual Sub-Group has continued to support the work of the Board and following the benchmarking abuse awareness survey carried out in the previous period, it conducted an audit of where NSAB awareness materials are being displayed, subsequently contacting GP surgeries, hospitals and libraries in the County and distributing further copies of our posters and leaflets as required.

In addition, this Sub-Group has also been responsible for a campaign to raise awareness of financial scams, promoting the Friends Against Scams Trading Standards initiative, and carrying out communications as part of World Elder Abuse Day.



The proportion of those asked about their desired outcomes has increased to **81.7% in 2018/19.**

75.8% in 2017/18

Safeguarding Adults Reviews

The Safeguarding Adults Review (SAR) Sub-Group has the responsibility to oversee the statutory SAR process and therefore it does not have a separate action plan aligned to the Board's Strategic Plan. However, when a SAR is commissioned, the Sub-Group ensures that terms of reference and subsequent reviews are completed in line with Care Act requirements and consider the Board's strategic aims in relation to prevention, assurance and making safeguarding personal.

The SAR Sub-Group considered a number of referrals for a SAR in 2018/19. However, none of these met the criteria, or they were already being reviewed under similar processes such as the Learning Disabilities Mortality Review (LeDeR).

The Sub-Group did agree that although the criteria were not met on one referral, follow up work was required. A 'task and finish' group was therefore set up to consider what information is available to share with families and carers when an adult has capacity to choose whether or not to engage with services.

The Sub-Group also considers Domestic Homicide Reviews (DHR)s in the area to ensure that any joint learning is shared with the Board and acted upon by partner agencies. Following a DHR, work has been undertaken to look at:

- guidance and training available to GP surgeries with regard to record keeping and summarising of records;
- creating a case study for use in training;
- seeking assurance from GP practices and Healthwatch that not accepting information about a third party was an isolated occurrence, which the Sub-Group subsequently received.

It also complied with a coroner's ruling to provide a summary of a case to all their Care Providers, Team Managers in Adult Social Care, and to all local GPs.

Representatives from the SAR Sub-Group are engaged in a national SAR Champions Group and also represented NSAB at an East Midlands Safeguarding Adults Network thematic review of SARs undertaken in the region.

Case study:

Judy who is in her early sixties lives at home. She is a wheelchair user and requires assistance with everyday tasks due to a long-term health condition. This support is provided by care agencies and one Personal Assistant (PA).

When Judy's PA returned from a holiday she found a wound on Judy that had become infected and was starting to make her feel very unwell. Due to her health condition causing reduced feeling in her limbs, Judy was unaware of the wound and couldn't explain how or when it had happened.

The Doctor examining Judy thought that it was most likely the injury had occurred during the time she was being cared for by another agency, who may not have followed or been aware of the particular care plan she required and the proper usage of the safety equipment within her home. A safeguarding referral was made.

The Social Worker visited Judy's home and spoke to her about the safeguarding referral. It became apparent that there were more concerns about the care agency and the way they looked after Judy. Judy wasn't happy with this agency and no longer wanted them to look after her. Instead she told the Social Worker that she would prefer to have two personal assistants. The Social Worker listened to what Judy wanted and developed a safeguarding plan around this.

Judy continues to live at home and is supported by two Personal Assistants.

“I did feel listened to and the Social Worker came to visit me at home, which is what I wanted to happen.”

“The Social Worker told me what would happen next and cut it down into short bits of information that helped me to understand what was happening.”

“I didn't want to see that agency worker again or have her in my home and that's what they did. Instead I have two Personal Assistants which is what I wanted and has helped me to feel much safer.”



How can I report abuse?

If you have been abused, or know someone who has, please report this to Nottinghamshire County Council on 0300 500 80 80.

You could also report this to someone you trust e.g. police, doctor, family member, social worker.

In an emergency, you should contact the relevant emergency service (police, ambulance, and fire and rescue service) by dialling 999.

What will happen next?

We may need to inform other people or organisations, such as the person's doctor, but we will ask permission before we do this.

We will work with the person affected to find out what they want to happen following a report of abuse and keep the person involved throughout the process. People have the right to change their minds about what they want to happen during the process.

Report in confidence:

Online at [Nottinghamshire.gov.uk/abuse](https://www.nottinghamshire.gov.uk/abuse)

or call 0300 500 8080

Our partners

