Wakefield and District Safeguarding Adults Board Annual Conference

19 April 2013

The Training Sub Group of the Wakefield and District Safeguarding Adults Board organised the 5th Annual Safeguarding Conference in the Education Centre, Fieldhead Hospital on the 19th April 2013.

Arielle Jardenico, the Chief reporter for the newsletter was unable to attend the event and Mick Wharton failed to take any pictures, so unfortunately we do not have any photographs to illustrate the event in the newsletter.

However, the conference was a great success and was booked out to maximum capacity. The theme of the conference was ‘Using legislation to protect people’ as it is essential that staff involved in safeguarding investigations are legally literate and aware of the process and powers available to them.

There were four workshops operating on the day, which were: A Financial Abuse case study led by Amanda Powell, Sexual Relations and the Role of the MCA led by Louise Hamilton, Guardianship led by Paul Gillespie and Refusal of Services led by the non picture taking Mick Wharton.

The highlight of the day however was the keynote speaker, Peter Edwards, a nationally renowned Human Rights lawyer who keyed his presentation around using the law to protect people and linked his presentation to the recently introduced West Yorkshire Policy and Procedures and the excellent guidance this provides.

Author

Mick Wharton
West Yorkshire Multi Agency Safeguarding Adults Policy and Procedures (WYPP)

The West Yorkshire Multi-Agency Safeguarding Adults Policy and Procedures is now live and all five West Yorkshire Safeguarding Adults Boards are on track for having a joint approach across the region.

WYPP has been welcomed by agencies who work across two or more local authorities, West Yorkshire Police and the West Yorkshire Fire and Rescue Service. NHS partners have adopted the policy and procedures through their governance process and are accessible for staff on the intranet sites.

To access the WYPP go to: http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdults/ProceduresSupportDocs.htm

Disclosure and Barring Service (DBS) Change

Disciplinaries, suspensions or redeployment? Do you know your duty to refer?

Protecting children and vulnerable adults is the responsibility of everyone, but employers have a legal duty in this respect. If you have cause to permanently remove an employee from a role because they may have harmed someone, or they have resigned instead of being redeployed or dismissed, you must refer the individual to the Disclosure and Barring Service (DBS).

The DBS was formed in 2012 when the Independent Safeguarding Authority (ISA) and the Criminal Records Bureau (CRB) merged. The DBS makes independent barring decisions on people referred, usually following an employer’s disciplinary process. This information is used as evidence to consider risk and balance this with whether it is proportionate and appropriate to bar the person from working or volunteering with children and/or vulnerable adults.

Whilst many ‘regulated activity’ employers are confident making referrals, some employers might need more information to support them when safeguarding allegations arise. Factsheets and referral forms are available from the DBS website https://www.gov.uk/government/organisations/disclosure-and-barring-service/about and the Helpline is open from 8.30am to 5.30pm Monday to Friday on 01325 953795.

It may also be beneficial to register with DBS (e-database) so that you are kept informed of any changes or new services affecting safeguarding.

Notification of Concerns

The Wakefield District Safeguarding Adults Board (WDSAB) are pleased to announce the launch of the Notification of Concerns (NOC).

A NOC is information regarding a Provider service which falls below the threshold of a safeguarding alert.

It is information which may be none specific or no harm resulted from the concern. It provides professionals with a means of recording low level intelligence which may add to other information already known about the Provider.

The intention behind collating the information is to highlight any trends with Providers where early intervention can prevent matters progressing to safeguarding alerts.

To report a NOC please ring Social Care Direct on 08458 503503.

The NOC form is available to download on http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdults/ProceduresSupportDocs.htm and can also be e-mailed to social_care_direct@wakefield.gov.uk or reported via fax 01924 303455.
Connect to Support

To support the further development of personalisation and recognising the increasing use of the internet, Wakefield Council has worked in partnership with Councils from across the region to develop an eMarketplace for Adult Social Care. In Wakefield the eMarketplace is called Connect to Support Wakefield. The website provides service users with information about a broad range of adult social care services available in the district. People with personal budgets or who fund their own care can buy services using Connect to Support Wakefield.

Organisations that provide services can, if they are selling services or products, have a store on the site. Providers whose services are free of charge or at a nominal cost can register within “local groups and activities” part of the site. There is no charge to have either a store or a listing on Connect to Support Wakefield.

The development of the website is complete. It is now publicly available but will be launched to service users and the wider public in September 2013 along with the launch of the Personal Assistance Database.

The next couple of months will be spent encouraging providers to join the site and embedding the site within Wakefield Council.

To access the Connect to Support website go to: www.connecttosupport.org
### Spectrum Safeguarding Champions Event
**Working with clients with learning disabilities**

Following a review of high profile cases, such as Winterbourne into the care and management of patients with learning disabilities, Spectrum’s Child and Adult Safeguarding Forum proposed that Safeguarding Adult Champions be identified from each service area and that a training event would be delivered. Spectrum held an event on Thursday 2 May 2013 for these champions and their respective line managers at White Rose House.

The event was attended by approximately 20 people who included the champions and their managers, corporate staff and three external speakers. Tracy Tyrrell – Director of Operations and Chief Nurse, opened the event setting out the aims and objectives of the afternoon which were; to learn the lessons, drive high quality care, develop an expert role by identifying champions.

Spectrum’s ambition is to be ‘better than the best’ in how they deliver care to clients who are vulnerable as a result of learning disabilities.

Spectrum’s Chief Executive, Dr. Linda Harris gave a presentation on Autism which gave everyone some insight into the issues of relating to someone on the autistic spectrum, by sharing her own personal experiences. Presentations were then given by representatives from Wakefield Clinical Commissioning Group on The Role of Safeguarding within CCGs, Mid Yorkshire Hospital Trust Health Facilitator on the Role of the Learning Disability Champion in Safeguarding and from Wakefield Local Authority on the Mental Capacity Act. All presentations were informative and delivered in a clear and interesting manner.

Staff then had an opportunity to network with coffee and cake which was very welcomed. The delegates then split into two workshops to look at the role of a safeguarding champion and the use of clinical supervision and a group looking at the development of a complaints leaflet for use with clients with learning disabilities.

Evaluation of the event indicates that this was a very successful afternoon which has challenged and inspired all who attended.

### Wakefield District Housing Safeguarding Training Information

Wakefield District Housing has been providing safeguarding training to their staff. The table below shows the number of staff that have attended the safeguarding training.

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Number</th>
</tr>
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<tbody>
<tr>
<td>Safeguarding Adults</td>
<td>6</td>
</tr>
<tr>
<td>Safeguarding Awareness (covering Adults and Children – aimed at trades employees)</td>
<td>264</td>
</tr>
<tr>
<td>Protection of Vulnerable Adults via e-learning</td>
<td>862</td>
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</table>
BEYOND EXISTING
SUPPORT GROUPS FOR ADULTS WHO HAVE BEEN ABUSED

WE PROVIDE
• Therapeutic support groups
• Practical advice and support
• Transport to attend a group meeting if there is a genuine need

FOR WHO?
Men and women:
• who currently live in abusive situations and/or
• who have been abused in the past
• who want to go through the healing process

ABUSE CAN
• Be physical; sexual; emotional; financial; neglect; discriminatory; institutional
• Happen in childhood or adulthood

WHEN ARE THE MEETINGS?
• The first Saturday of every month:
  • Women’s Group: 10.30 - 12.30
  • Men’s Group: 13.00 - 15.00

For more information regarding the support group and group meetings please contact Jackie Pritchard - 07850 045929. Alternatively, access the group’s website on: www.beyondexisting.org.uk
News

In Memory of Louise Hamilton
Lead Manager of Integration - Wakefield Council

It is with sadness that we have recently lost an employee within Wakefield Council, Louise Hamilton who worked in Adult Social Care, who sadly passed away in June.

Louise was a selfless and caring colleague and friend who made us laugh. At work she was the font of all knowledge on all things to do with Mental Capacity.

She will have trained and supported many members of staff and also fought the corner of many vulnerable people to help them to remain safe and supported.

Louise was a self-confessed anorak - with her finger tips poised on the information required - focussing on quality, accuracy and doing her best. She will be remembered for her incredible knowledge and intelligence.

Louise loved animals - from rescuing hedgehogs, feeding the foxes in her garden on out of date meat pies to taking in stray cats! She went the extra mile to look after them and also went out of her way to look after the people she worked with, ensuring they had the correct advice, to just being there and listening and comforting people.

Louise had a contagious laugh and would brighten up the room. People may have seen her with her glasses on her head, with one arm of her spectacles missing, with a copy of the Mental Health Act in one hand and her Blackberry in the other.

We will all miss her sense of humour, her warmth and compassion and her big heart - Louise leaves a huge gap but will never be forgotten and her legacy is intact with the sharing of her knowledge and expertise.
Making Safeguarding Personal

The Making Safeguarding Personal (MSP) development project was run by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) to undertake some small scale development work in relation to Making Safeguarding Persona. The final report draws together the findings from four test bed sites and other councils that are using or developing person-centred, outcome focused responses to safeguarding adults.

The Making Safeguarding Personal development project set out to test some approaches as proof of concept. The findings are encouraging, but more research and development is needed on approaches to help people resolve their circumstances, when faced with difficult decision making, if we are to change social work practice in safeguarding adults from being process driven to having one with a focus on outcomes.

To access the full report go to:
http://www.wakefield.gov.uk/HealthAndSocialCareAdultsAndOlderPeople/SafeguardingAdults/ProceduresSupportDocs.htm

Financial Guidance Document

This guidance explains how a person can manage a bank or building society account on another person’s behalf. It describes the circumstances in which this is possible and how it can be done. It also sets out the documents you will need to show the bank or building society to be able to manage the account.

To access the full report go to:
http://www.wakefield.gov.uk/HealthAndSocialCareAdultsAndOlderPeople/SafeguardingAdultsProceduresSupportDocs.htm

For more information about the guide go to:
The Social Care Institute for Excellence (SCIE) has launched a new adult safeguarding e-learning course. It has five modules which cover:

- what is safeguarding?
- who is an adult at risk?
- what is abuse?
- what are my responsibilities with regard to safeguarding?
- what can we do to prevent abuse of adults at risk?

It also features two view life stories which demonstrate safeguarding issues in real life situations.

The resource is free to access and designed for people who are new to safeguarding, as well as those who want to update their skills. It can be used either by individuals or in group training. You can access it here:

http://www.scie.org.uk/publications/elearning/adultsafeguarding/resource/

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**Safeguarding Adults Leaflets**

The Wakefield Council’s Safeguarding Adults webpage is currently in development and you can now access guidance information and safeguarding documents. Further developments will be undertaken and announced in future newsletters.

Practitioners can download the leaflets from the link:

http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdultsProceduresSupportDocs.htm
Bill Hodson has recently been appointed as the independent chair of the Wakefield and District Safeguarding Adults Board.

Bill has over 30 years experience in local government, working for five local authorities in London and York. Bill’s early career was in housing where he worked with private tenants, supported homeless people and managed housing estates. He also had extensive experience working with older people in sheltered and extra care housing.

Bill and his family moved to York in 1991 and his career shifted towards adult social services when he became responsible for social work, care management and occupational therapy covering mental health, learning and physical disabilities and the care of older people. From 2005 to 2010 Bill was Director of Housing and Adult Social services for the City of York and since then has worked as an independent consultant.

He has a particular interest in safeguarding and set up and chaired the Adult Protection Committee for North Yorkshire and York in 2003. In 2010 Bill was appointed as independent chair of Calderdale Safeguarding Adults Board, where he continues to work.

Bill is also National Professional Adviser on adult social care to the Care Quality Commission (CQC). He provides advice on best practice, contributes to policy decisions and works to strengthen partnerships with stakeholders and other organisations. In this capacity he chairs the CQC’s safeguarding committee and leads on their development plan.

He also works for the Yorkshire and Humber Health and Wellbeing Collaborative to support and promote joint working between local government and the NHS.

Bill is keen to begin working with people in Wakefield and to get to know the area and the issues that need to be tackled.

Bill stated:
“Everyone has the right to live the life they choose free from abuse or harassment. It’s a basic human desire to feel safe in your home and in your community. Sadly, there continue to be cases where people suffer abuse and it’s the job of the Safeguarding Adults Board, through the partner agencies, to prevent this whenever possible and to take swift and effective action when it does happen.

I’m looking forward to getting a better understanding of the things that would improve the safety and dignity of adults living in Wakefield and working with board members on issues that will make a positive difference.”
Community Mental Health Team 1

CMHT 1 is one of a number of integrated community teams delivering mental health services in the community to adults aged 18 to 65. Staff are from two organisations—South West Yorkshire Partnership NHS Foundation Trust and Wakefield Metropolitan District Council. Protocols are in place which allows all staff in the team except medical colleagues, to be managed by one manager, whatever their profession or employer. Integrated CMHTs have been part of the establishment of both organisations for almost 15 years.

CMHT 1 works with service users with psychosis, and works across the West of Wakefield District.

There are three psychiatrists in CMHT 1 lead by a Consultant Psychiatrist Dr. Delyth James. In addition there are 3 Level Two Social Workers, 5 Principal Social Workers, 4 Community Psychiatric Nurses, 2 Care Coordinators, 1 Occupational Therapist and 3 part time admin staff. The 5 Principal Social Workers also practice as Approved Mental Health Act Professionals (AMHPs) who carry out statutory duties on behalf of the Local Authority in addition to their work in the Team.

CMHT 1 is managed by a Social Worker, and staff in the Team enjoy working across the two organisations- the occasional challenges which arise are outweighed by the benefits to our service users and their carers of delivering services from a multi-disciplinary integrated team!

Individual team members each have their own professional roles and responsibilities but all staff have an overarching duty to ensure that vulnerable adults are protected and that our service users health and social care needs are met through effective care management.

Our work in CMHTs is underpinned by CPA (Care Programme Approach) which gives staff a comprehensive framework for delivering mental health services, based on a comprehensive assessment of need. The Recovery Model is central to our work to support and enable service users and their carers to maximise their ability to live independently in the community. We use the RIO system to record our work and are performance managed by both organisations by information taken from that system. However we also have access to Care Director which we use in addition to RIO to record areas of our work, specifically Safeguarding work and the Individual Budget process.

Every day begins with a brief meeting which most staff attend. The previous day’s activities are reviewed, any concerning cases or situations which may need urgent intervention are highlighted, and decisions are taken about how new referrals will be progressed. Staff then go about their individual business for the day which might include administering medication, initial assessments of new service users, carers assessments, routine home visits, urgent unplanned visits, reviews of care, or visits to the ward to follow up service users who may have needed hospital admission.

There is also a duty officer available every day and its most unusual to have a quiet duty day in a CMHT!!
Alan Pearson

Alan Pearson, Principal Social Worker has worked in integrated teams since 2000. Alan writes:
A day in the life of a CMHT worker can be unpredictable, and frustrating, but always rewarding. We provide a service to people who have a psychosis, and our team focus is on recovery. We work closely with a wide range of partners including other service areas in mental health, probation, carers support organisations, housing providers, employment support organisations, the police, primary care and voluntary organisations both local and national, to support and enable our service users to achieve outcomes which will enhance and improve their lives. Within the team there is a focus on social inclusion, and accessing community resources to reduce the isolation which can be normal for many of our service users.

Having medical staff in the team means we are able to offer our service users access to their care team in one place, and access urgent medical advice when necessary.

Sometimes a carefully planned day will need to change at a moment’s notice if for example I’m needed to undertake a Mental Health Act Assessment or undertake the investigation following a Safeguarding alert. One of the most positive aspects of working in this team is the confidence that your colleagues will support you.

Liz Smith & Paul Hammerton

Liz Smith and Paul Hammerton, both CPNs in the team have been qualified for more than 25 years and made a positive choice to work in this team. They write:-

We enjoy working in this team and seeing the benefits which different organisations working well together can bring to our service users and their carers. We share knowledge and are able to access different skills, experiences and expertise. We have seen significant changes in how services are configured and how the roles and expectations of the respective professionals in the team have changed. Historically community psychiatric nursing was medically led and focussed, with administering depot injections being a key part of the role. Now we are trained in and expected to practice in a much more holistic and person centred way.

We have a particular interest in offering placements to students from the various professions in the team. We regard placements as a team responsibility and work to ensure that their experience is as broad as possible.

Lesley Smith, Sue Wilkinson & Rachel Dunn

Lesley Smith, Sue Wilkinson and Rachel Dunn - admin staff for CMHT1 write;

We enjoy our work and no two days are the same. We are the face of the CMHT- the first people our service users and their families meet when they come to the building, and it is important to us that not only do people receive an efficient and sensitive service but that they also feel welcome and comfortable here. We have recently been involved in a pilot project to improve service user experience during their contact with services. We made several suggestions for minor inexpensive improvements to improve access to the building which were adopted across all CMHTs and service user evaluation has been positive.
We’re keen to share good practice and hot topics across all areas of safeguarding. If you would like to share good practice ideas please get in touch using the contact details on the right.

Beyond Existing

Beyond Existing would like to invite everyone to their Annual General Meeting on Saturday, 6th July 2013 at 12pm. The meeting will be held in Queen’s Park, Castleford.

For more information please contact: Jackie Pritchard – 07850 045929.

The previous version of the newsletter featured the Networking Event: Mental Capacity and its impact upon the vulnerable. Unfortunately, due to unforeseen circumstances this event is now cancelled.

The Training Sub Group of the WDSAB will be organising an alternative Networking Event. Please check the website below where the event information will be published in due time.

http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdults/default.htm

Whats new with you?

Whats new with you?

Feedback

If you have any suggestions for topics or comments about this newsletter, please contact Arielle Jardenico on 01924 305561 or email ajardenico@wakefield.gov.uk.