

Scrutiny Committee

Meeting to be held on Friday 16 December 2016

Report of the Independent Chair of the Safeguarding Adults Board

Electoral Divisions affected: All

Lancashire Safeguarding Adults Board Annual Report 2015-16

(Appendix 'A' refers)

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Executive Summary

Lancashire County Council is a lead member agency of Lancashire Safeguarding Adults Board (LSAB). The LSAB must produce and publish an Annual Report. The draft report for 2015-16 was presented to the Scrutiny Executive prior to publication in September and the final version is now being formally presented to the full Scrutiny Committee together with an update on the work the LSAB has completed in the interim.

The report is attached as an Appendix A. The main body of the report was written by the previous Chair of the Board, who resigned earlier in 2016. Interim arrangements were made for the Chair of the Children's Safeguarding Board to also Chair the LSAB and this has now been confirmed up to March 2018.

The report draws attention to the impact of changes in legislation which have put the Board on a statutory footing; it provides a brief local context and information about the Board's priorities in 2015-16, together with analysis of data, it reports on coordination and collaboration between services and draws conclusions re adult safeguarding. The report concludes with a review of news during the year which highlights issues in safeguarding.

What is clear from the report is that adult safeguarding is challenging. Adult vulnerability is complex. The demographic profile of the community will continue to include increasing numbers of people who fall into service user groups more vulnerable to risk of abuse or neglect (including self-neglect) because of their health or social care needs or issues of mental capacity, abuse and neglect. The challenge for agencies in making a proportionate response and delivering a personalised service in response to safeguarding issues is increased by reducing resources for all services,

The change in the statutory basis of the LSAB and the establishment of a joint business support unit with the Children's Board has enabled the Board to be more pro-active, to develop a formal business plan, and to develop effective sub-groups to deliver the plan. The main body of this report reflects on work completed since April 2016 or currently in progress; there is much being done and more to do. This busy agenda is only made manageable through the commitment of the LSAB members and its business unit.

Recommendation

Scrutiny is asked to consider the content of the Annual Report and the more recent work of the Board and identify any areas it may wish to comment on and any action it may wish to take.

Background and Advice

Since April 2015 the LSAB has had a statutory responsibility to ensure the effectiveness of work undertaken by its members and partner agencies to safeguard adults in Lancashire. This Annual Report reflects on the work undertaken in this regard in Lancashire for the 2015-16 financial year. The report is attached at Appendix 'A' for information. The Lancashire Board has an Independent Chair who has the responsibility, with amongst others, to promote good practice and collaborative working. The Chair of the Board is accountable to the Council's Chief Executive who is, in turn, responsible for ensuring its effectiveness. The Director of Adult Services is a member of the LSAB, as is the Lead Member.

Protocols are in place which establish the relationship between the LSAB, the health economy, police and other partners. A protocol is also being developed to ensure the overlapping responsibilities of the Community Safety Partnership and the two Safeguarding Boards in areas such as CSE, Domestic Abuse and Extremism are well-managed.

The Annual Report drew the following conclusions:

Lancashire's Safeguarding Adults Board has benefitted from the learning arising from members' association with such pan-Lancashire and national activities as work concerning the Mental Capacity Act 2005 and Prevent, the Chair's North West network and the English network of Safeguarding Adult Board Chairs.

Rearranging tasks into more integrated processes has been critical during 2015-16 in Lancashire. Feedback concerning the provision of consistent administrative support from the Business Unit (since September 2015) has made a significant and positive difference to the work of the Board and its subgroups. The Action Monitoring Log has sharpened the distinction between the Board's expectations and the actions of individuals.

The previous Chair expressed disappointment that agencies had required prompts to share information about the outcomes they are achieving with, and on behalf of, adults at risk. New arrangements have been put in place and all key agencies now provide data about performance on a quarterly basis. A programme of multi-agency audits has also been planned and has all agency commitment.

Critically, the report was not able to provide information about Safeguarding Adult Reviews – none were undertaken during 2015-16. The Chair was critical of a decision not to commission a Safeguarding Adult Review following the death of Continuing Health Care funded patient in a nursing home. New arrangements for review of cases and decision making about such reviews have now been developed. One review is on the point of completion and a further reviews is underway.

The Annual Report reflects on the extent to which the level of referrals in 2015-16 was impacting on the ability of social care staff to manage the associated enquiries and case work. Delays in processing referrals and in dealing with assessments linked to deprivation to of liberty were unacceptable.

Although the County is large, the case for hosting three leadership groups was becoming less credible, particularly since attendance at these was reported as uneven and diminishing. These have now been combined into a single county wide meeting.

Website development was seen as essential, not least in terms of prompting all agencies to respond to events which feature in the media in Lancashire and nationally. This was not a new concern. The annual report of 2014-15 had noted that, *"a website that is tuned into the media is likely to tell a better story and speak in a language that the public can follow instead of processes, acronyms and claims about lessons learned, for example. Ensuring that Lancashire's Safeguarding Adults website reflects and enlarges on information featuring in the local press, region and national news broadcasts should begin with a consideration of what is going to better inform the public and professionals."* Development of a more effective website has now been completed and is currently out for feedback from LSAB members. The website will go live to wider networks by Friday 16 December.

In the current year to date the LSAB has been undertaken the following work – some elements already completed and others are work in progress:

- Established an effective joint Business Unit;
- Conducted of a Board Development Day leading to establishment of priorities for the future and a comprehensive Business Plan;
- Developed a multi-agency agreement about appropriate thresholds for referral to Adult Services – a continuum of need document;
- Established a Self-Neglect Task and Finish Group to ensure robust policies and procedures are in place;
- Developed a multi-agency data set and agreed multi-agency audit framework;

- Identified some resources (limited at present) to support multi-agency safeguarding training;
- Leading on the Review of the Multi-agency safeguarding Hub (MASH);
- Developing a communication strategy and linking with local press to reach members of the public with safeguarding messages e.g. Suicide rates and use of Emollients;
- Developed comprehensive policies, procedures and training around MCA – which was recognised as good practice and now being promoted for use by NICE nationally;
- Produced an MCA media resource which was shortlisted to the final 3, National Patient Safety & Healthcare Transformation Awards and raised the profile of the work of the subgroup in Lancashire and the LSAB;
- Linked with Mental Capacity Act (MCA) Regional Group so as to be able to influence the national agenda based on the practice of the Lancashire subgroup;
- Produced Information and Guidance for Providers on the handling of medication errors and determining when the circumstances should be considered as requiring a safeguarding alert referral;
- Promoting 'React to Red' NHS campaign to Prevent Pressure Ulcers;
- Developed a 7 minute briefing (7MB) around safer recruitment for Care Providers when using Agency staff and circulated this across health and social care networks in Lancashire;
- Established a small Task and Finish group to work in partnership with the Lancashire Fire and Rescue Service to develop 7MB around smoking and emollients and, with the ratification of the LSAB, the briefing has been shared widely across health and social care providers and communities in Lancashire. Examples of the 7MBs are attached as Appendix 2;
- Meeting with Alternative Futures Group who coordinate a North West safeguarding network for 3rd sector providers. This network provides a useful communication link for the LSAB sub group to link with and share information and promote the safeguarding agenda;
- Supported a Safety Culture Briefing. LCC Safeguarding and Patient Safety staff are currently working to promoting safety and a learning culture with 17 Homes in Lancashire. Dependent on the findings from the project the LSAB Practice with

Providers sub group has agreed to support the project in rolling out the project to care and nursing homes across the County;

- NICE guidance to promote good oral health within commissioned service – a task and finish group is in progress to provide a 7 minute briefing to promote good oral health in services and to reduce the incidence of neglect in this area;
- Revised policy and procedures re Safeguarding Adult reviews and introduced a new model including a tracking system to ensure action plans are completed;
- Extending the work of the LSCB Online safeguarding Officer to support the LSAB;
- Embedding the principles of Making Safeguarding Personal into the audit programme;
- Extending the LSCB section 11 audit and challenge process to agencies working with adults.

Consultations

The LSAB has consulted with all partner organisations in the preparation for the Annual Report and is seeking to work more closely with Healthwatch to ensure service user views inform the work of the Board.

Implications:

LCC hosts the work of the Board which is resourced via a multi-agency budget. There are no additional direct implications for finance or human resource management further to those already provided by LCC and partner agencies for LSAB purposes.

Risk management

All partner agencies need to be fully engaged with services and support to safeguard adults in order that they are happy, healthy and safe from harm.

Appendix A: LSAB annual report 2015/16

Appendix B: 7 minute briefings

List of Background Papers

Paper	Date	Contact/Directorate/Tel
Lancashire Safeguarding Adult Board Annual Report 2015/16	July 2016	Victoria Gibson/01772 538352
7 minute Briefing Series		
Reason for inclusion in Part II, if appropriate		
N/A		