

This Annual Report sets out Torbay's Safeguarding Adults Board's progress and aims of the coming year. The report is the first under the new Health and Social Act. The legislation places Adult Social Care onto a statutory footing, similar to children's 'No Secrets' and other publications has been replaced by the Act. One thing remains certain, working together has never been so important.

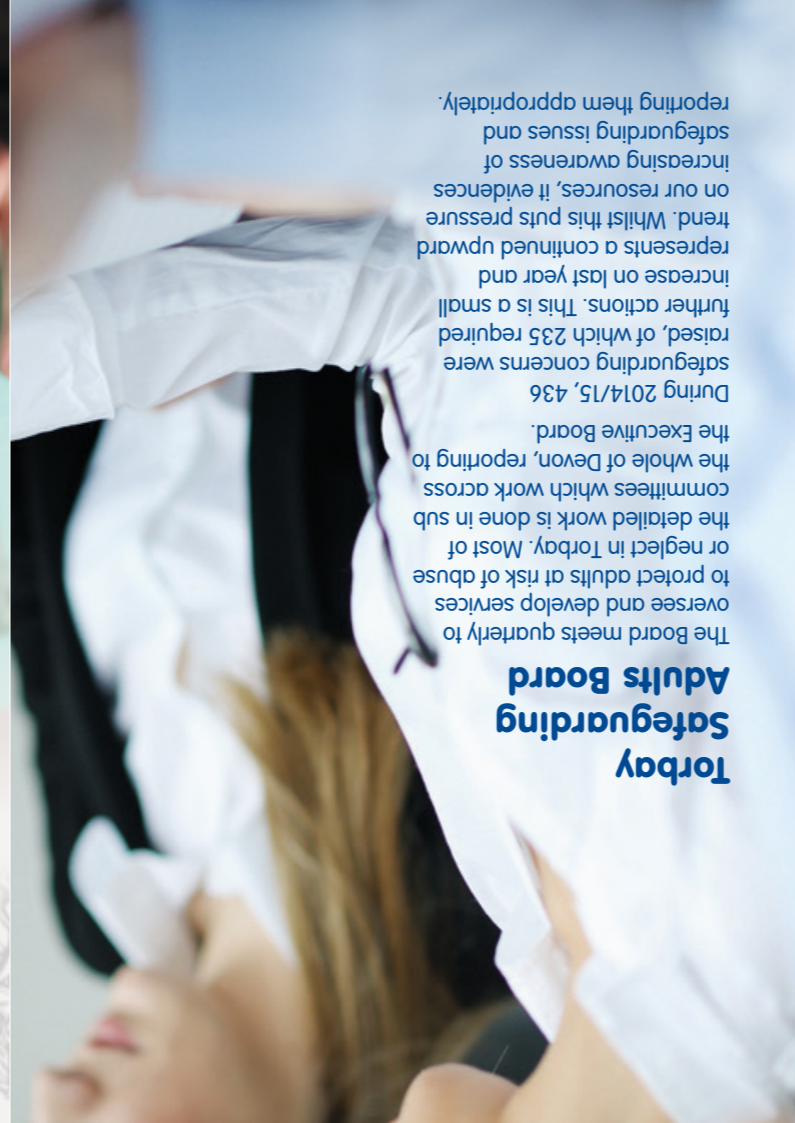
This year we have tried to further raise awareness of safeguarding through a video and other material prepared for a 'Safeguarding Awareness Week'. These sort of events go some way to enhance our community's knowledge and wider understanding of 'safeguarding'. The approach equips everyone with the knowledge they need to be proactive when they have concerns about a person who may be at risk. As the video says, 'if you see something, say something'.

We need all the support we can muster from everyone in the community. The demands being placed upon those engaged in Adult Safeguarding continue to push the boundaries of our capacity to deliver a professional, caring service.

I remain immensely proud of the positive contributions to improving people's lives being made by so many people so often. Through witnessing the work undertaken by those working within safeguarding I am very aware of how the lives of carers and service users are affected each day.

The Safeguarding Adults Board Business Plan seeks to improve the lives of people that need our support most. This will be achieved by reinforcing our learning from the past, building stronger partnerships, building confidence in the service being delivered and building for the future.

Bob Spencer
Bob Spencer, Chair, Torbay Safeguarding Adults Board



Torbay Safeguarding Adults Board

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 the Executive Board.

During 2014/15, 436 safeguarding concerns were raised, of which 235 required further actions. This is a small increase on last year and represents a continued upward trend. Whilst this puts pressure on our resources, it evidences increasing awareness of safeguarding issues and reporting them appropriately.

Strategic Plan 2014/15
Our plan set out the following four priority areas:

1. Ensuring clear governance as the statutory body responsible for safeguarding adults in torbay
2. Learning, improvement and training
3. Prevention
4. Policy, performance and practice standards

Each area became the responsibility of a sub group which completed the tasks identified for each. As each sub group has representatives across several partner's progress and co-operation has been good.

Strategic Plan 2015/16
The board has decided this year to devote each of its quarterly meetings to a particular theme, inviting a range of people from local organisations to share their knowledge and expertise to identify issues and gaps in services or practice. These issues are turned into an Action Plan which is monitored by the Executive Board.

These themes are:

1. Young people in transition
2. Keeping people safe in their own homes
3. Complex adults at risk
4. Raising awareness



The Care Act 2014

The Care Act came into force on 1 April 2015. This new law places certain duties on each Local Authority to ensure that local services work together to protect an adult's right to live in safety, free from abuse and neglect.

- The main aims are:**
- to stop abuse or neglect wherever possible
 - to prevent harm and reduce risk of abuse or neglect to adults with care and support needs
 - to safeguard adults in a way that supports choice and control and improves their lives
 - to provide information and promote public awareness and learn from experience
 - to understand the causes of abuse or neglect

In order to do this, a Safeguarding Board must be set up in each local authority area. Each Board must publish its strategic plan each year, with a progress report about what has been achieved the previous year. It must produce an annual report each year (You are reading our report for 2014/15!) This report must include information about Safeguarding Adults Reviews it has arranged during the previous year when something has gone wrong and there is learning to take from it.



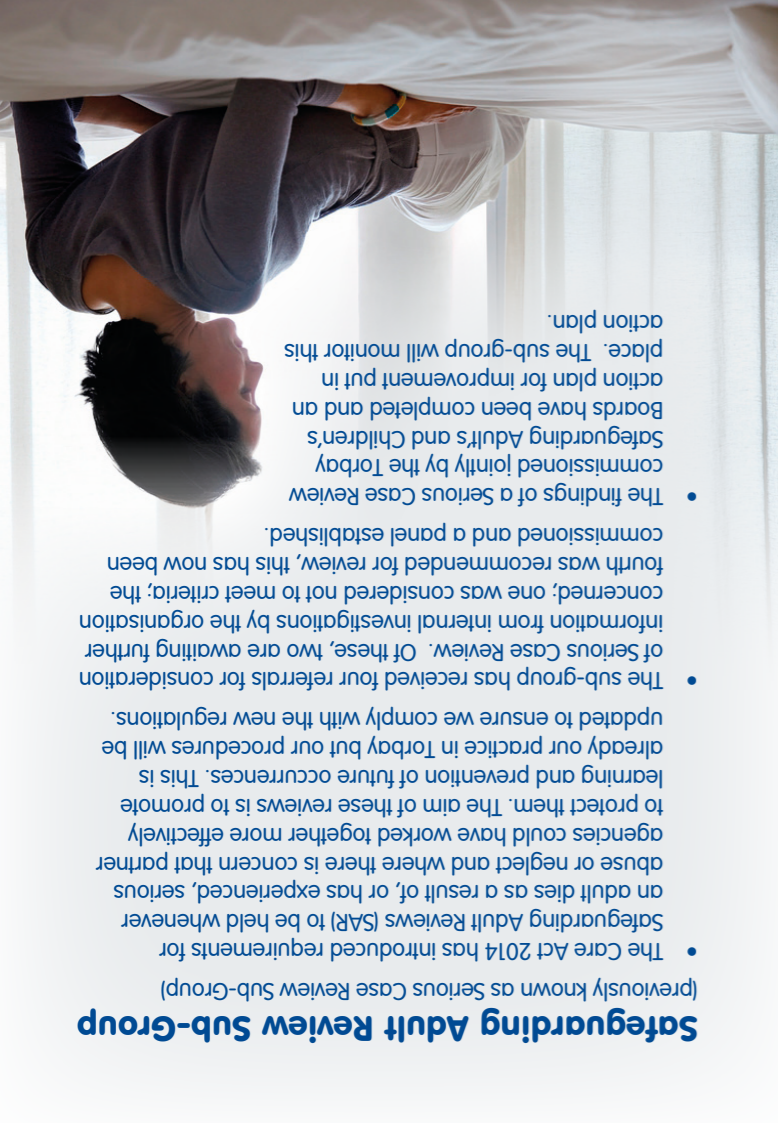
Experts by Experience Sub-Group

- Safeguarding qualitative peer evaluation
- Mystery shopping in residential and nursing homes
- Maintaining regional links with other voluntary safeguarding groups

Safeguarding Evaluation
The face to face peer evaluation, which is carried out by the volunteers of the Experts by Experience group, will inform and assist in developing strategies to promote safeguarding in a personalised way for people in Torbay ensuring they are informed and at the centre of any plans made with them.

Mystery Shopping
The voluntary mystery shoppers from the Experts by Experience group have developed a standardised process when they visit care and nursing homes unannounced. National issues such as Winterbourne view has been taken into account when putting the programme together and home owners/managers are given feedback following each visit.

Maintaining Regional Links with Other Voluntary Safeguarding Groups
Experts by Experience visit and maintain links with other regional safeguarding voluntary groups for example Plymouth. We also attend various committees and boards as well producing leaflets etc for the Trust.



Safeguarding Adult Review Sub-Group

- The Care Act 2014 has introduced requirements for Safeguarding Adult Reviews (SAR) to be held whenever an adult dies as a result of, or has experienced, serious abuse or neglect and where there is concern that partner agencies could have worked together more effectively to protect them. The aim of these reviews is to promote learning and prevention of future occurrences. This is already our practice in Torbay but our procedures will be updated to ensure we comply with the new regulations.
- The sub-group has received four referrals for consideration of Serious Case Review. Of these, two are awaiting further information from internal investigations by the organisation concerned; one was considered not to meet criteria; the fourth was recommended for review, this has now been commissioned and a panel established.
- The findings of a Serious Case Review commissioned jointly by the Torbay Safeguarding Adults and Children's Boards have been completed and an action plan for improvement put in place. The sub-group will monitor this action plan.

Joint Learning and Improvement Sub-Group
The primary focus of the work undertaken this year has been to revise the multi-agency training framework for Safeguarding Adults across Torbay and Devon. This will ensure that there is consistency in what Safeguarding Adult Training is delivered and stronger commissioning arrangements in the delivery of training.

Members of the group also took a lead role in advising on the content of the new "If you see something say something" films which is available to view on public websites.

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DEVON & SOMERSET FIRE & RESCUE SERVICE

- Sign-posting adults and children at risk to appropriate organisations making referrals as required
- Home Safety visits, including joint visits with partner agencies, Development of partnerships including partnership agreements
- Trigger-point training for partner organisations



Devon & Cornwall Police Building safer communities together

- Plans developed in Torbay to safeguard more vulnerable people effectively are being rolled across Devon and Cornwall
- Training and awareness on financial abuse, including scams, has been provided for Police at all levels, voluntary sector and other partner organisations
- A new Victim Care Unit was launched on 1st April 2015 to provide a network of support to victims of crime

Torbay and Southern Devon Health and Care NHS Trust

- TSDHCT and SDHCT are joining together to improve services for local people from August 2015
- Single Point of Contact for Safeguarding Adults has moved into Torquay Police Station
- Launch of 'Living Well At Home' provided by Mears Group PLC to provide better care and support to people living at home



- New Statutory roles under Care Act 2014 for Safeguarding Adults Boards and making inquiries about adults at risk
- Commissioning adult social care services from TSDHCT to assess and support adults and carers with a wide range of needs
- Provision of housing and support services for vulnerable adults, including those experience of domestic abuse, accommodation and resettlement of rough sleepers



Care Homes

- Torbay Quality Care Forum represents care homes and is represented on the Board
- Worked with Healthwatch and Experts by Experience to gain feedback into the care home environment
- Sharing best practice with care homes and ensuring their view is heard

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen”
Sir Winston Churchill

Devon Partnership NHS Trust

- Embedding safeguarding practice at all levels, adult child family and improving the persons experience of such within our organisation
- Supporting the Care Act Development and its application to safeguarding practice
- Ensuring our safeguarding training strategy meets the requirements to deliver the above

South Devon and Torbay Clinical Commissioning Group

- Systems are in place to provide assurance that organisations commissioned to provide health care meet the quality standards set for safeguarding adults
- Partnership is a key responsibility and we have been involved in the safeguarding adult's awareness week in March and planning the Mental Capacity Act awareness week and conference to be held later in the year
- Appointment of a Primary Care Safeguarding Nurse who will start in July and work with GP practices

healthwatch

- New online 'rate & review' system introduced to enable sharing of health and social care experiences and reporting abuse
- Campaign raise awareness and gather feedback about safeguarding by helping people identify and report different types of abuse
- Mental Health Wellbeing event at Paignton Library to provide information and raise awareness on mental health issues

“Sometimes reaching out and taking someone's hand is the beginning of a journey. At other times, it is allowing another to take yours”
Vera Nazarian

South Devon Healthcare NHS Foundation Trust

- Increasing compliance with MCA training
- Mapping safeguarding training to outcomes
- Improving transfers of care across the system

“Falling down is part of life. Getting back up is living”
Anon