

TSAB ANNUAL REPORT 2015/16

Agency Bullet Points – Poster Side

Torbay & South Devon NHS Foundation Trust

- Torbay and South Devon NHS Foundation Trust was created when TSDHCT and SDHCT came together to improve services for local people in 2015
- 'Living Well At Home' provided by Mears Group PLC now provides care and support to enable people to live independently at home
- A Multi Agency Safeguarding Hub is now in place, co-locating safeguarding for both adults and children

Devon & Cornwall Police

- Increased resources in our Sexual Offences & Domestic Abuse Investigation Teams (SODAIT's) & improved coordination between investigators and safeguarding officers to provide better support to victims of domestic abuse & sexual violence.
- Training & awareness to improve safeguarding and investigation for those victims experiencing modern day slavery, human trafficking and radicalisation.
- Following a pilot to introduce a central safeguarding team, this has now been embedded in Torbay with additional resources and revised working practices to provide an improved partnership response to safeguard vulnerable people.

Torbay Clinical Commissioning Group CCG

- Assurance: The joint South Devon and Torbay CCG safeguarding adults and safeguarding children team continues to develop areas of current and new areas of joint working. A key focus is further development of the Integrated Action plan to give further assurance to the CCG and the SABs.
- Leadership: SDT CCG now have a designated nurse for safeguarding adults. Further key pieces of work specifically affecting healthcare: Integration of incident reporting process with S42 enquiries and Deprivation of Liberty Safeguards for those receiving health funded care in their own home. Quarterly GP master classes. Safeguarding Adult Network for healthcare providers.
- Partnership: Is a key responsibility for the SDT CCG and our partnership working is extensive as we work across and with agencies for the two Safeguarding Adult Boards.

Torbay Council

- A new approach to commissioning domestic abuse services with all partner organisations addressing the causes, changing behaviour and keeping people safe.
- Development of an outcomes based commissioning framework for care homes.
- Delivering improvements to mental health support with partners including, emotional wellbeing, self-harm and suicide.
- Implementing a homelessness strategy including, hospital discharge support and services for rough sleepers.

Devon Partnership NHS Trust

- Established a 'virtual' safeguarding unit, removing specific adult and children roles, with agreed roles and responsibilities.

- A 'virtual' safeguarding unit to provide a 'Single Point of Contact' to manage and administer safeguarding activity, which will improve performance data.
- The Trust to bid for continued funding from Devon County Council to extend the contract for adult mental health family practitioners and maintain involvement in the 'Troubled Families' agenda via the Targeted Family Support Executive Board.
- Produced a Domestic Violence statement/vision for people who use our services.

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.

Healthwatch

- Empower local people to understand their own interests and act on them.
- Encourage people to speak out when they or others are treated disrespectfully.
- Give people information and signpost on how to report issues and concerns about service providers to relevant bodies.
- Hold to account commissioners to investigate poor quality services at an early stage when evidence is provided.
- Develop a strong Enter and View Team of authorised lay personnel to visit and engage with our most vulnerable in our community who receive services.

Devon and Somerset Fire and Rescue Service

- Refined our referral processes in order to quickly identify and protect vulnerable individuals.
- Improved our links with partner agencies to enhance outcomes for individuals and families.
- Continued to raise the status of safeguarding within the Fire Service through the re-alignment of the Safeguarding Lead role.

Write up for other side of leaflet

Front Page

Annual report 2015/16

TSAB Chair's introduction – Julie Foster

I am very pleased to be writing this introduction to the Annual Report this year, having been appointed as the Independent Chair of the Torbay Safeguarding Adults Board in April 2016. We were very sorry to say goodbye to the previous post holder, Bob Spencer, who has worked hard on behalf of the Board for several years and who has developed the partnership between local organisations. He has left us with stable foundations on which to build our plans to safeguard all adults at risk in Torbay.

The Care Act 2014 came into force on 1 April 2015, putting the safeguarding of adults at risk on the same statutory basis as safeguarding children. This has required the Board to review its systems and processes to ensure that we comply with the new law and to seek assurance that all staff are aware of the changes. To focus on this, the Board has held a series of workshop style meetings over the last year to develop action plans to address some of the key issues. This has included the transition from child to adult services for vulnerable individuals and how best to commission services to meet the needs of people living in their own homes. The results of some of these discussions are in this report.

We are proud of the work of the partner organisations which make up the Board, especially our front line staff who work hard in difficult circumstances. However, there is evidence from recent investigations and reviews that some adults continue to suffer abuse and neglect in Torbay. People who deserve the highest standards of protection and care are let down on a daily basis. This is not acceptable and the Board must continue to drive forward a culture where abuse is prevented.

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 Group.

- In 2015/16 there were 547 alerts raised of which 228 (42%) were referred on for further investigation.
- In 2014/15 there were 514 alerts raised of which 275 (54%) were referred on for further investigation.
- Compared to 2014/15, the number of alerts in 2015/16 increased but the number and proportion referred on for further investigation decreased. This may signify improved public awareness of safeguarding adults.

Key Achievements in 2015/16

- Production of a multi –agency vulnerability Tool
- The co-location of the Children and Adults safeguarding points of contact via the Multi-Agency Safeguarding Hub
- Adopted the ADASS Self-Assessment tool for Learning and Improvement

Keeping Vulnerable People Safe Sub-Group

The terms of reference of the subgroup have been reviewed and streamlined. The purpose of the group has been redirected to facilitate multi-agency co-ordination and co-operation through the provision of oversight and support to Task and Finish Groups developed to achieve specific pieces of work to establish systems to ensure that vulnerable people receive effective and personalised care. One multi-agency task and finish group has developed a multi-agency toolkit for assessing those adults at risk of self-neglect. Another multiagency sub-group will be reviewing information available for the public in Torbay on how to keep safe in their own home in order to identify gaps in that information.

Safeguarding Adult Review Group

The Care Act 2014 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. Boards are also able to arrange a review in any other situations involving adults in its area with needs for care and support. The aim of reviews is to promote learning and prevention of future occurrences.

The sub group received 6 referrals for consideration of safeguarding adult review. Two were incorporated into a wider thematic review, one review has been recommended to the Board, one was not considered to meet criteria and two are awaiting further information before a final decision is made. In addition one review commissioned in the previous period is now in final draft and awaiting Board approval.

The group will take responsibility to ensure that actions plans from reviews are completed within agreed timescales.

Joint Learning and Improvement Sub-Group

The primary focus of the joint Sub-group has been further development of ADASS approved self-assessment tool to incorporate key areas relating to gaining assurance regarding training. The tool was completed by all statutory agencies who are members of both SABS, and some non-member organisations. All contributions were reviewed during a multi-agency peer review process and a range of common themes and issues were identified. The next step will be to develop recommendations and address these issues during the forthcoming year. It is anticipated this will be in conjunction with a change in focus for the subgroup, as the training strategy has been superseded by the publication of the NHS Safeguarding Adults: Roles and competences for health care staff – Intercollegiate document earlier this year and the anticipated update of the ADASS endorsed National Competency framework for Safeguarding adults.

Joint Operational Sub-Group

The primary focus is to share and develop consistency of practice across Torbay and Devon. The terms of reference and membership of this group are currently under review to ensure it meets both Torbay and Devon Boards aims. Prior to this, the group received practice information on a number of themes such as modern slavery, CQC inspection regimes, self-neglect, police reporting systems and health roles in safeguarding adult enquiries, service user feedback.

Experts by Experience Sub-Group

Mystery Shopping

The independent voluntary Experts continue to carry out their mystery shopping programme with unannounced visits into care and nursing homes and feedback to home owners/managers. The BBC Spotlight programme acknowledged the mystery shopping programme with dialogue from the Experts which was aired earlier this year.

Safeguarding Evaluation

The face to face peer evaluations continue to inform, develop and support personalised safeguarding. The Experts have also included the Independent mental capacity advocacy service to ensure people who experienced capacity issues still had a voice to make improvements to the service.

Domiciliary Care

The independent Experts have gathered face to face information from people who use domiciliary care services. The findings from the initial piece of work have been fed back to the provider, commissioners and safeguarding board. The public again have a voice in shaping their services. This is an ongoing piece of work.

Strategic Plan 2014/15

Our plan set out the following four priority areas:

1. Young People in Transition – *we now have staff who lead on transition and supporting people into adult services.*
2. Keeping People Safe in Their Own Homes, *The Orb is a new information service for people to access services, including those to keep them safe.*
3. Keeping Vulnerable People Safe, *the board has overseen the publication of a new screening toolkit for all partners*
4. Raising Awareness, *a MCA awareness event was hosted by Devon and Torbay. It shared good practice and hosted high profile national speakers.*

Last year The Board decided to devote each of its quarterly meetings to a particular theme and priority area. We invited a range of people from local organisations to share their knowledge and expertise to identify issues and gaps in services or practice. These issues were turned into an Action Plan which was monitored by the Executive Group.

Strategic Plan 2015/16

The Strategic Plan for 2016/17 is available on our website:

<http://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/safeguarding-adults-board/>

The key themes we have picked for this year are:

1. Commissioning process and integrated care
2. Supporting staff across the partnership including the voluntary sector
3. Wider think family including carers
4. Emerging themes nationally
5. Celebrating and building on good practice

Quotes for leaflet

“Maybe something that I have said here will make somebody else breeze through a situation”

Local resident supported by safeguarding

“Well last year was the worst year of my entire life and without that safeguarding thing I hate to think what would have happened”

Local resident supported by safeguarding

“Shopkeepers look out for me, so I’m safe that way as well”

Local resident supported by safeguarding