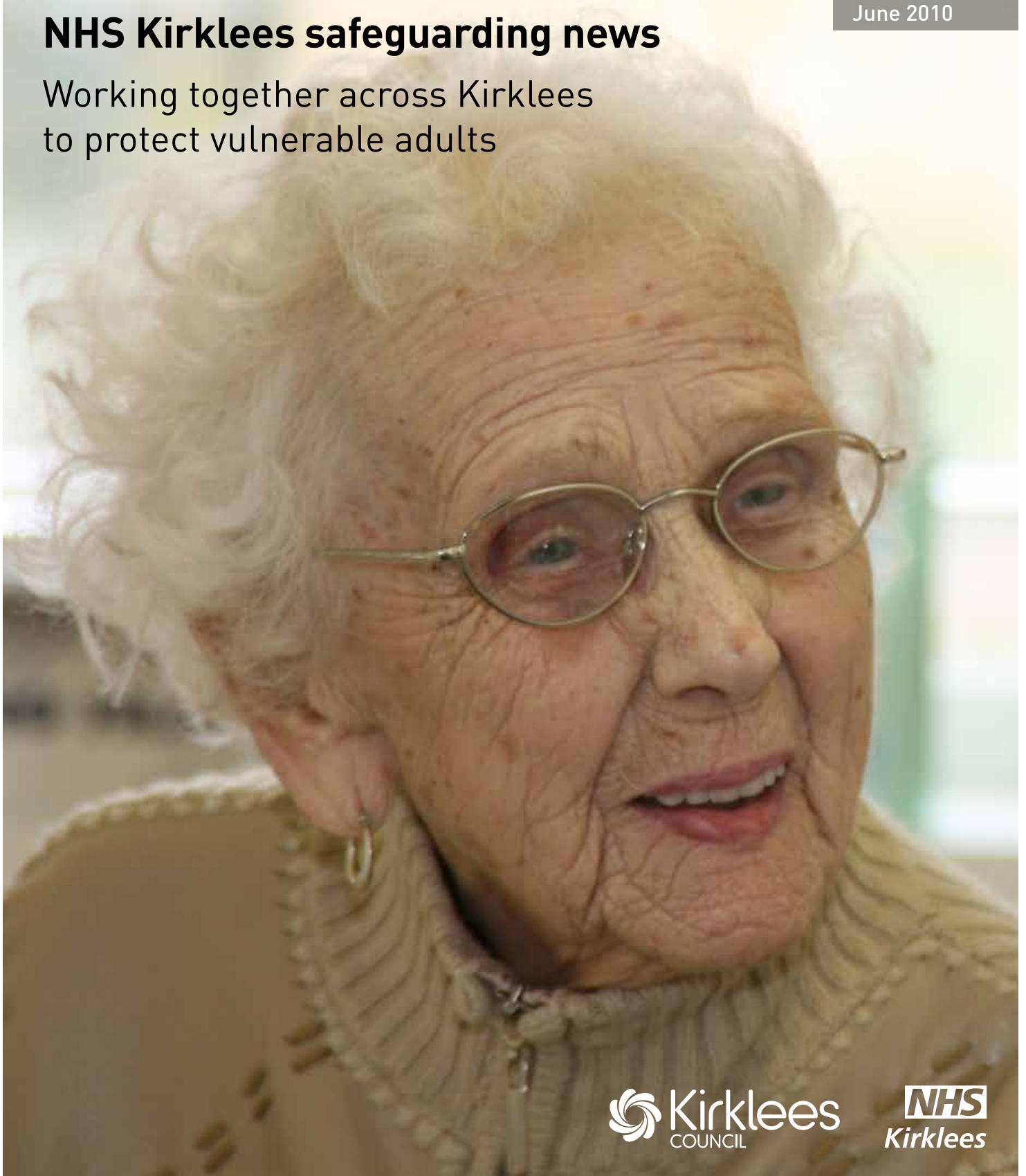


“No secrets”

Kirklees Council and NHS Kirklees safeguarding news

1st edition
June 2010

Working together across Kirklees
to protect vulnerable adults



Welcome to the 1st edition of "Safeguarding news"

This is the safeguarding vulnerable adults' e-newsletter for health and social care professionals and members of the safeguarding network. We hope you find it interesting and informative.

This newsletter has been produced by Kirklees Council and NHS Kirklees on behalf of the Kirklees Safeguarding Adults Board to keep you up to date on safeguarding issues and topics that affect you.

A shared vision

Our vision is that all vulnerable adults in Kirklees are able to live their lives free from, and without fear of, abuse, neglect and discrimination. Our core purpose is to protect those adults who are vulnerable as defined in guidance but as a multi-agency board we have a key role in promoting the wider agenda so that safeguarding is a responsibility for everyone.



In this edition

This edition gives you an update on:

- Kirklees Safeguarding Adults Board
- The Safeguarding Network
- What's a serious case review?
- See it, hear it, and report it.
There are no secrets – poster campaign
- Putting People First – what does it mean for safeguarding?
- Services for people with dementia
- What's new
- Safeguarding awareness with Agewell
- Risky Things Safeguarding Project in Kirklees

Things you need to know

- Vetting and barring
- Clinical governance and adult safeguarding: an integrated process
- World Elder Abuse Awareness Day 2010
- Contience event for care homes
- Training and development – make sure you don't miss out
- How can I support someone in an abusive situation?

Kirklees Safeguarding Adults Board – what’s it all about?

The Safeguarding Adults Board focuses on vulnerable adults; those people who are or may need community care services because of disability, age or illness or who are unable to protect themselves against significant harm or exploitation. The work of the board has links with other groups who have a responsibility for protecting adults – such as the multi-agency group that tackles domestic violence.

The background to the work of the board can be found in various national policy guidance and legislation. ‘No Secrets’ (Department of Health 2000) was a benchmark in giving local authority social service departments a co-ordinating role in setting up multi-agency committees and establishing multi agency policy, procedures and guidance for vulnerable adults work.

Safeguarding adults continues to gain importance on the national agenda. The ‘No Secrets’ guidance is currently under review and the outcome of the consultation will influence the future of safeguarding adults work.

News from our partners on the Safeguarding Adults Board

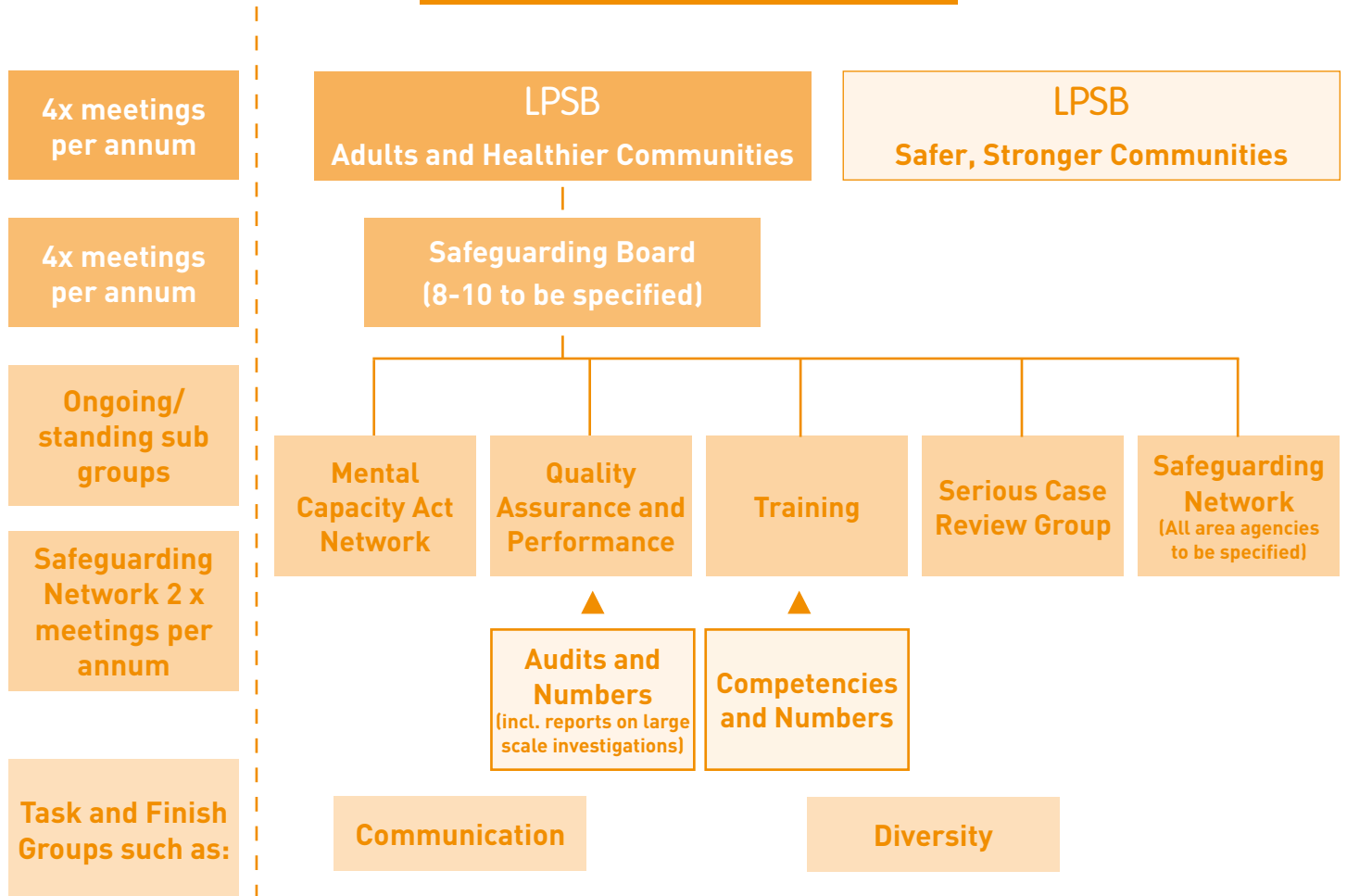
Did you know?

- Keith Smith, Assistant Director of Personalisation and Commissioning, is Chair of the Safeguarding Adults Board. Karen Hemsworth, Assistant Director of Safeguarding Children and Vulnerable Adults NHS Kirklees, is the Vice Chair.
- Homes and Neighbourhoods, West Yorkshire Fire Service and Kirklees Community Healthcare Services (the new provider arm of Kirklees PCT) are new members of the Safeguarding board.

- Since 2008 our lay member, Dr Hazel Wigmore has regularly attended board meetings, development days and training sessions. She has competently fulfilled the role of critically challenging board members both as representatives of their own agency, and as partners in the safeguarding agenda. She has contributed to the development of the strategic direction of the board over the last two years.
- At the Mid Yorkshire Hospitals NHS Trust a campaign was run titled ‘Safeguarding is Everyone’s Business’. This involved the Safeguarding Team visiting every clinical area, highlighting safeguarding issues with staff.
- At Calderdale and Huddersfield NHS Foundation Trust a new e-learning package (in partnership with Kirklees Council) is to be available as an alternative or in addition to half day training.
- The West Yorkshire Police have changed the name of the Vulnerable Victims Unit to ‘Safeguarding Unit’, to represent partnership terminology. The Safeguarding Unit is changing its model to provide a better service for safeguarding case conferences.
- NHS Kirklees undertook an audit – using the multi-agency audit tool. The audit included NHS Kirklees staff, KCHS and Independent Contractors. An action plan is now being developed. A further audit is planned next year.



Safeguarding Board Structure



The Safeguarding Network

The Safeguarding Multi-Agency Network is a great place to meet new colleagues. It aims to:

- act as an information exchange
- share learning and good practice
- consider relevant policy changes and national strategy development
- highlight local and national areas of concern
- comment on how procedures are working.

The response to the request for a network has been astounding:

- 60 people attended the second network meeting in November 2009
- 72 people attended the third network meeting in March 2010.

These are just a few of the comments received from people who attended:

“Very enjoyable event, very informative. Looking forward to the next one.”

“Very useful – thank you.”

“Overall a very informative and thought provoking day.” “A brilliant event in so many ways.”

Membership is open to all partner organisations, including Police, Huddersfield University, Kirklees Colleges, NHS colleagues and the Independent sector. There are around 80 members and we have room for more.

Put the dates in your diary and join us on the 23 June and 5 October. For more information email learning.matters@kirklees.gov.uk or call 01484 223712.

What's a serious case review?

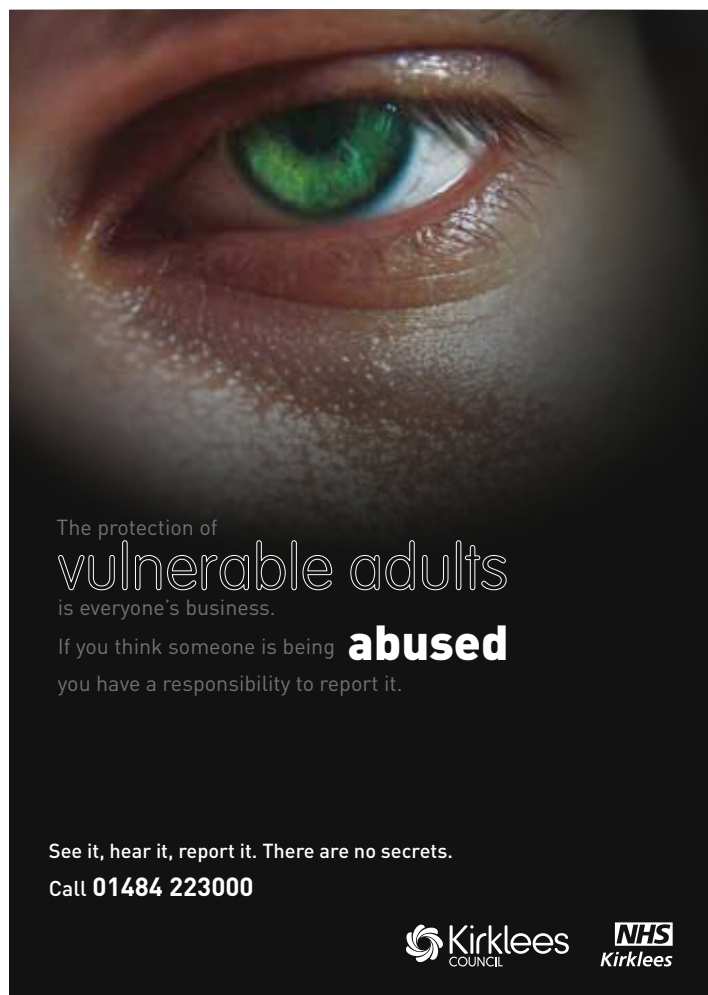
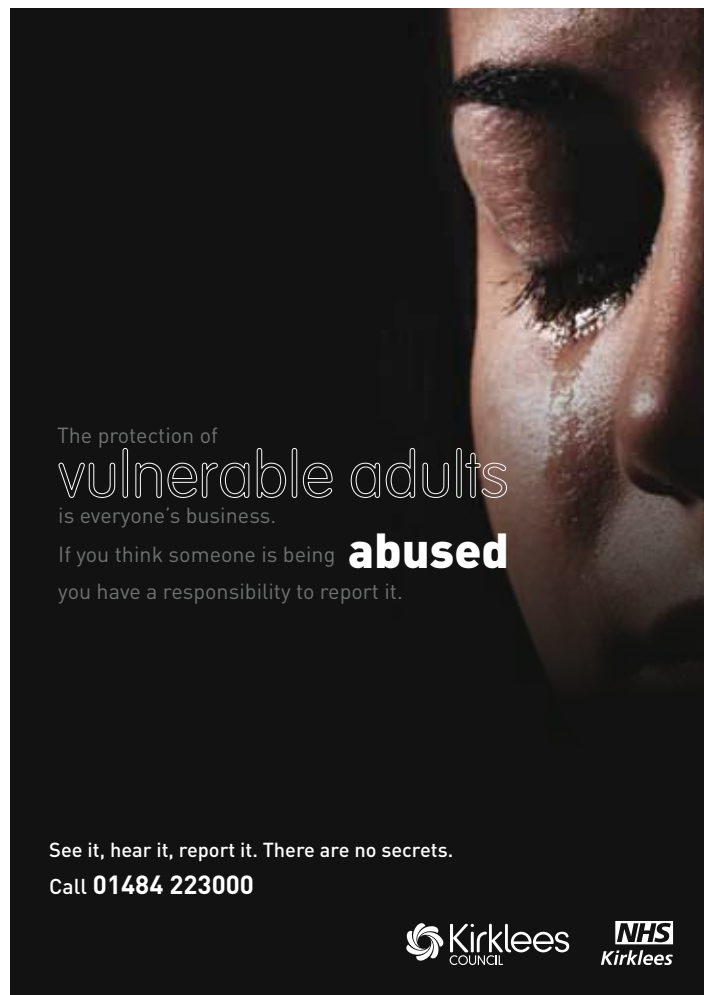
The purpose of having a case review is not to investigate or to apportion blame.

It is to:

- establish whether there are lessons to be learnt from the case about the way in which local professionals and agencies work together to safeguard vulnerable adults
- inform and improve local inter-agency practice
- improve practice by acting on learning and developing best practice.

The Kirklees Safeguarding Adults Board has just completed its first serious case review and the executive summary of its findings will be published soon.

For further information contact Sarah Carlile on 01924 32 6414 or email sarah.carlile@kirklees.gov.uk



See it, hear it, and report it. There are no secrets

A new poster campaign is underway to remind health and social care staff to report signs of vulnerable adult abuse.

The posters have been produced by Kirklees Council and NHS Kirklees. To download a copy visit www.kirklees.gov.uk/safeguarding

Putting People First – what does it mean for safeguarding?

The Government expects that by 2011 all 150 Local Authorities will have made significant steps towards redesigning and reshaping their adult social care services to ensure they deliver choice, control and independence to people with social care needs.

Our ambition is to:

“Enable people to maximise their independence, exercise control over their lives and have choices on how best their care needs are met.”

A key element in Putting People First is enabling each person who is eligible for social care support to have a personal budget. This gives people the ability to buy a flexible range of services, to meet their individual needs and to have more say in the support they receive and the location and times they receive it.

This could include:

- employing staff directly, and managing a personal budget if they wish
- buying from a flexible range of services including agencies with whom the council does not contract and buying non-traditional services
- working with existing contracted providers in an outcome focused way where services are not specified so clearly.

These activities can be seen as being potentially risky.

Integral to Putting People First is ensuring that adult safeguarding is embedded throughout the care pathway. The assessment process involves a risk assessment which addresses issues about an individual's capacity to manage a personal budget. Where a person does not have capacity, the council or a carer/relative can act on the person's behalf. Support plans include advice and support in keeping safe.

For more information on assessment of health and social care needs please call Gateway to care on 01484 223000 or email gatewaytocare@kirklees.gov.uk



Services for people with dementia

People with dementia, their carers and other family members will benefit from easy access to information and advice from people who know best and others in the same position.

The Department of Health has started a new project in partnership with 'Horsemouth' to support people with dementia and their carers to become online mentors to provide support and advice to others in the same situation.

Horsemouth is a safe and secure platform, where people who have been there or done that in life can support one another.

There are already 12,000 mentors on Horsemouth, helping over 25,000 people with dementia to support them facing the challenges it presents.

Horsemouth are looking for Dignity Champions to spread the word about this new service and to encourage people who they think will make good mentors to join the site to give others the benefit of their experiences to help them live well with dementia too.

People can sign up as a member and mentor under the 'living well with dementia' badge, by visiting the Horsemouth website www.dhcarenetworks.org.uk

Movers and Shakers

Hello to...

Kirklees Adult Services welcomes Asif Manzoor who took up his new post as Safeguarding Coordinator in April 2010. Asif (Ash) works with Sarah Carlile, Safeguarding Partnership Manager, to further develop Safeguarding Adults work in Kirklees.

Ash's first piece of work is to coordinate Deprivation of Liberty processes, working closely with colleagues at NHS Kirklees and to undertake specific project work around Safeguarding Adults. He will initially be based at 13a Westfields Road, Mirfield and is contactable on 01924 326414.

Ash has experience of working with vulnerable adults in a number of settings and more recently has been involved in some complex project work for Adult Services around the Independent Safeguarding Authority.



Asif Manzoor

Safeguarding awareness with Agewell

We have recently undertaken a pilot project to raise safeguarding awareness amongst older people within black minority ethnic communities.

The project was trialled with Agewell, a Huddersfield older peoples group. This group provides a service to women over 55 and promotes social inclusion and community cohesion.

A Kirklees approved trainer was used to deliver the session, along with a Punjabi speaking interpreter. The session was coordinated by Mahfooz Shah and three facilitators with community languages were available to support the 35 attendees.

The group made suggestions about how best they can spread the message within their communities.

For further information call Mahfooz Shah or Sarah Carlile on 01924 326414 or email sarah.carlile@kirklees.gov.uk



Risky Things Safeguarding Project in Kirklees

How do I protect myself?

How do I report bad treatment?

Who do I contact?

A new drama project has just completed its first stage in Huddersfield and North Kirklees. It has involved local community groups of adults in thinking about safeguarding issues and how to deal with them.

Short stories showing abuse and how to report abuse



Risky Things
theatre company

A number of characters and stories were presented: neglect from carers, reluctance of older people to ask for help or complain of bad treatment, high-handed interference of a relative taking over someone's bank account and elderly parents unable to cope with the demands of their disabled child. The stories were presented at a range of community centres across the district.

The initial plan was to find local people to join in acting out these stories with performers from Yorkshire based 'Risky Things' Theatre Company. But most local people were happier to talk rather than act. So 'Risky Things' actors played the main acting roles, with lots of comments and debate from audiences, some of whom took over roles to show how they would handle the difficult situations.

During the project a number of audience members talked about their own struggles such as experiences of caring for relatives and managing their affairs.

The second part of the project will be to invite those people who saw the dramas to come and tell their stories to interviewer Cathy Denford, the Risky Things compere.

Audio recordings (that can be anonymous) will be made of this **day of story telling**, to help us continue the project. Also, an **acting training course** will be offered to local volunteers who would like to form their own local acting troupe presenting safeguarding stories.

Please call Gemma Jenkinson on 01484 225103 or email gemma.jenkinson@kirklees.gov.uk

Things you need to know

Vetting and barring

The Vetting and Barring Scheme (VBS) is set up under the Safeguarding Vulnerable Groups Act 2006. It was introduced by the Independent Safeguarding Authority (ISA) following the Richard Inquiry into the murder of two children by a school caretaker in Soham.

The purpose of the scheme is to prevent unsuitable people from working or volunteering with children and vulnerable adults. In many ways it should improve the system for employers and employees, who will only have to register once. However, it is important to note that as employers we still have to ensure safe recruitment and employment practices including interviews and references.

It is expected that approximately five million more jobs and voluntary positions, including most health and social care jobs, will become subject to checks meaning many more people posing a risk to vulnerable people will be excluded from the workplace.

What does it mean for your employer?

- Registration will include employers such as yours being kept updated on a person's suitability to work
- There will be a new duty to share information, for example employers will have to tell the Independent Safeguarding Authority (ISA) about people who pose a threat to vulnerable groups so they can be identified and barred from working with these groups
- New criminal offences will come into force as it will become a crime for a barred person to seek or undertake work with vulnerable people and for employers to knowingly take them on.

What do you need to do?

As a manager or employer you need to make sure you understand the impact of this legislation and what it means to you as an employer, a service, a provider and or commissioner of services. It has a major impact on your work and you need to be clear how it changes our day to day working. You may want to share this information with colleagues in the voluntary and community sector who also recruit staff to work with vulnerable people and encourage them to seek further advice from the Independent Safeguarding Authority (ISA) at www.isa-gov.org.uk

The screenshot shows the homepage of the Independent Safeguarding Authority (ISA). At the top, there are navigation links: HOME | TEXT VERSION | FENSIWR CYMRAGS | SITE MAP | GLOSSARY. Below this is the ISA logo and a search bar. A navigation menu includes: Our role | The Scheme | Referrals | Resource Library | News room | Events | Vacancies | Press | Contact us. The main content area features a 'Welcome to the Independent Safeguarding Authority' section with a photo of a woman and a child. The text explains the ISA's role in preventing unsuitable people from working with children and vulnerable adults. It mentions the ISA's partnership with the Criminal Records Bureau (CRB) and lists the types of roles covered by the VBS. A 'What's New' sidebar on the right highlights 'Quick access lists' and 'Referral Guidance'.

Clinical governance and adult safeguarding: an integrated process

The Department of Health's report on the consultation on the review of 'No Secrets' (2009) highlighted that adult safeguarding systems were under-developed within the NHS.

The consultation report identified the key role that healthcare professionals can play in safeguarding adults: firstly in the identification of abuse, harm and neglect, and secondly in developing appropriate responses to it.

There was also a clear request from NHS respondents for guidance to clarify the relationship between adverse incident reporting, complaints, and safeguarding in order to encourage reporting in a way that supports the investigation and empowers staff in the process.

The aim of this guidance is to encourage organisations to develop local robust arrangements to make sure that adult safeguarding becomes fully integrated into NHS systems.

In Kirklees, in addition to using the multi-agency procedures, a multi-agency contract liaison meeting (chaired by the chair of the Safeguarding Adults Board) takes place on a regular basis to highlight areas of poor practice and concern and agree an appropriate course of action.

A copy of the '**Clinical governance and adult safeguarding: an integrated process**' is available on the Department of Health website at www.dh.gov.uk

It's a date...

World Elder Abuse Awareness Day 2010

World Elder Abuse Awareness Day (WEAAD) will be taking place on 15 June 2010.

The purpose of the day is for organisations involved in the health and social care of the elderly to work together to raise awareness of the mistreatment of older adults and to highlight the need for appropriate action. It is intended to give the abuse and neglect of older adults a relevance that will sustain and move prevention efforts forward throughout the whole year and years to come. Our multi agency health partners are all running small events to coincide with World Elder Abuse day. The board is sending a message out in payslips.

More information about World Elder Abuse Awareness Day can be found on the Action on Elder Abuse website at www.elderabuse.org.uk

Continence event for care homes

The Kirklees Community Healthcare Services Continence Advisory Service held an educational event especially for care homes staff in Kirklees on Wednesday 9 June.

The agenda was aimed at promoting excellent standards of continence care, including promotion of continence and dignity during the toileting process. Continence status of individuals can be improved in all cases and with excellent education a greater understanding will be reached on continence promotion strategies.

For all dependent individuals who need assistance with dressing, toileting and hygiene due to continence issues a dignified approach from staff is essential at all times.

There were sessions from the safeguarding team, the continence service and external speakers on topics such as legalities of a continence assessment, dignity and appliances. Topics covered included:

- Dignity of care
- Bowel management
- Continence and the dementia patient
- Continence and the elderly patient
- Product awareness and update.

All care homes were invited to be represented at this event. It is essential for qualified nurses who perform continence assessments and carers in all care homes to be aware of these issues

The event was held at the Eddercliffe Centre and certificates were issued to individuals who attended all day.

For further information contact the continence service on 01924 351568 or 01484 347764.

Training and development – make sure you don't miss out

The Safeguarding Unit, in partnership with the Learning and Development Unit, has been undertaking an exciting evaluation process for the adult safeguarding 'undertaking investigations' course, which currently runs as a three day course in the department.

It has evaluated the existing training and compared it with best practice so that the learning can be used to improve the current practice. It also aimed to conduct the evaluation in the context of the advent of personalisation and choice – changes that challenge existing approaches to assessment, service provision, and the assessment of risk in respect of safeguarding.

For further information email sarah.carlile@kirklees.gov.uk or ailsa.benn@kirklees.gov.uk

The Training Strategy can be found on the Kirklees Website at: www.kirklees.gov.uk/safeguarding

How can I support someone in an abusive situation?

This is to offer support and practical advice to any vulnerable adult who has either left their abusive situation or who may still be experiencing abuse.

This is achieved by:

- Running therapeutic support groups; separate groups are run for men and women
- Identifying the best methods to help a person through the healing process
- Facilitating social groups for people who have healed or who are waiting to attend the therapeutic groups
- Offering telephone support when needed.

Meetings

Where: A safe environment in the Wakefield area; anyone living in any part of Yorkshire (or nearby e.g. Greater Manchester) can attend.

Getting there: Transport can be provided free of charge if a person has a genuine difficulty getting to the venue.

Cost: There is no charge for attending the meetings.

When: The groups usually meet the first Saturday of every month.

- Women's group: 10.30 am to 12.30 pm
- Men's group: 1.00 pm to 3.00 pm

Dates of meetings for 2010:

- 10 July – Annual General Meeting
- 7 August
- 4 September
- 2 October
- 6 November
- 4 December

Contact details

Beyond Existing
Provincial House Business Centre
Solly Street, Sheffield, S1 4BA
Telephone: 0114 270 1782
Email: info@beyondexisting.org.uk

Privacy and safety are maintained



Useful web addresses

National dementia strategy

<http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NationalDementiaStrategy/index.htm>

Local dementia services

www.kirklees.gov.uk/dementia

Mental health services in Kirklees

www.kirklees.gov.uk/mentalhealth

Dignity in care challenge

<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm>

Safeguarding

www.kirklees.gov.uk/safeguarding

Kirklees Adult Social Care Providers forum

<http://forums.kirklees.gov.uk/phpbb/viewforum.php?f=14>

What's new with you?

We're keen to share good practice and hot topics across all areas of safeguarding. If you have an issue or good idea that worked for your organisation and would like to share it please get in touch by emailing: sarah.carlile@kirklees.gov.uk

Feedback

This newsletter is for you and we want to make sure that it includes topics that are important to you on the social care or health agenda. If you have any suggestions for topics or comments about this newsletter, then please email marketing.communication@kirklees.gov.uk.

Why not send us an article about safeguarding good practice or new ways of working? We will promise to try and include it in future editions. Remember to send a picture as well!



Information in other formats

Kirklees Council is committed to ensuring that its communication is clear, plain and available to everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD, audiotape and Braille. Full details are available by telephoning 01484 225274.

This newsletter has been produced by Kirklees Council Well-being and Communities, Marketing and Communications Team. June 2010