

# North Tyneside Safeguarding Adults Board

**Annual Report** 2014-15



**Safeguarding**  
**Matters**

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# A word from the chair

Its hard to believe that yet another year has gone by and once again its time to take stock of the work undertaken to safeguard vulnerable adults in our local community.

As Independent Chair of the Board I am delighted to present the North Tyneside Safeguarding Adult Board Annual Report for 2014/15. As well as setting out what has been done, and what is still to do, it also provides me with the opportunity to share my gratitude for the significant contribution made by all those involved in keeping adults at risk of abuse in North Tyneside safe from harm.

It might be helpful to start by explaining a little about the Safeguarding Adult Board.

The overarching purpose of the Board as set out in the Care Act 2014 is to help and safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place
- assuring itself that safeguarding practice is person-centred and outcome-focused
- working collaboratively to prevent abuse and neglect where possible
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

The Board also concerns itself with a range of issues which can contribute to the wellbeing of its community and the prevention of abuse and neglect, such as

- the safety of people who use services in local health settings, including mental health
- the safety of adults with care and support needs living in social housing
- effective interventions with adults who self-neglect, for whatever reason
- the quality of local care and support services
- making connections between adult safeguarding and domestic abuse.

The Board is a strategic partnership of local organisations, including Health, Social Care, Voluntary, Carer and Independent sectors, Health Watch and Emergency and Probation services.

Whilst the Board itself does not directly protect the vulnerable, it plays the lead role in coordinating the efforts of those professionals, from many disciplines, who work to keep people safe.

The purpose of this report is to assess the impact of the work we have undertaken during this past year on service quality and effectiveness and on outcomes for adults at risk in North Tyneside. Specifically it evaluates our performance against the four priorities that we set in our business plan, which have been focused on.

- Achieving the OUTCOMES that individuals who are involved in safeguarding desire. In practice this has involved developing a safeguarding process that is person centred and improving customer involvement and engagement along with more choice and control for the vulnerable and providing training for those employing personal assistants as well as for the personal assistants themselves, along with safer recruitment processes.
- The strategic LEADERSHIP role for safeguarding adults at risk of harm and abuse. The Safeguarding Adults Board has responsibility for supporting partner agencies and importantly holding each other to account. Work during 2013/14 around this priority included the development of a quality assurance framework (a set of agreed standards and a means of audit against each standard) and 2014/15 has seen this being taken from paper to practice to audit safeguarding practices within each agency.
- Good quality SERVICE DELIVERY. We have been working to improve risk assessment and simplify reporting systems and ensuring that staff have the necessary competency to meet the needs of our local population.
- WORKING TOGETHER, which is vital to the success of Safeguarding Adults at risk. Work has been undertaken to strengthen working arrangements with the voluntary sector to further raise awareness of safeguarding. The Adults Board is also working closely with the Children's Board to ensure a 'think family' approach to our work in safeguarding all those at risk of harm and abuse in North Tyneside, regardless of age.

During 2014/15 the Board invited a national peer review team to visit North Tyneside and assess how well those people who are at risk of abuse and harm in our Borough are protected. Following a rigorous review, the visiting team concluded that effective measures are in place to protect those least able to protect themselves.

I also want to comment on the individual contributions made by partner members of the Board during the last 12 months. Despite significant organisational change in their own agencies, the safeguarding agenda has consistently been given strong and continuing priority and has enabled the developments that you will read about in this report.

With April 2015 came full implementation of the Care Act (2014) which sets out a clear legal framework for how Safeguarding Adult Boards should protect adults at risk of abuse or neglect. As Independent Chair of the Board I am grateful to all staff and to my colleagues on the Board for their hard work and determination during 2014/15 to improve safeguarding in North Tyneside and prepare for and ensure compliance with the Care Act. Our work in 2015/16 is quite simple: - to move from compliance towards excellence.

**Pat Robinson**  
Independent Chair  
North Tyneside Safeguarding  
Adults Board

# Safeguarding Adults

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect for those individuals who are at risk.

Some adults are more at risk than others due to a disability, their age or illness and may at some point in their life need support through Safeguarding.

## SAB

The Safeguarding Adults Board (SAB) is made up of representatives from a range of different agencies. These include:

- North Tyneside Council – officers and councillors
- Police
- CCG
- Health
- Fire Services
- Voluntary organisations
- Carers services
- Care Quality Commission
- Community Rehabilitation Company

In 2013 the SAB set out its priorities for the next 3 years.

These are:



A plan was agreed setting out the work that would be carried out by the SAB and its Sub Groups for 2014-15 to meet these priorities. This report gives a summary of the work that has been done throughout the past year.

# Outcomes

## Support for informal carers

There is now a carers risk assessment in place to support carers to prevent either themselves being at risk of possible abuse and highlights issues that may result in them harming those they care for. This tool has proved to be a useful way to discuss issues with carers and acts as a preventative measure. This means that carers have an opportunity to talk about the issues causing them stress and consider options available to them for support. The plan is now for this to be adapted for GP's to use when talking to carer's about their role and their support needs.

## Making Safeguarding Personal

This is a key principle of Safeguarding Adults which has been promoted by the Local Government Association. This ensures that the individual who is at risk of harm is at the centre of all decision making about their safety and future. North Tyneside has amended all of its Safeguarding documentation to make sure that professionals are talking to the individuals at risk at the very earliest time when a safeguarding concern is raised, to find out their wishes and views. This is recorded and the professionals then work with the individual towards meeting their aims wherever possible.

## Case example

Names and some details have been changed to protect identities

John lived with his partner Alan for 20 years. They lived in a privately owned property. John had a dense stroke and was admitted to hospital. His communication was affected but he managed to convey to nursing staff he was afraid of his partner; he thought his partner would try to kill him. His partner had an untreated mental health condition. Adult Social Care received a referral from hospital nursing staff. John was transferred to the High Dependency Unit. Several attempts were made to speak with John about his disclosure but he was too unwell so there was a delay in getting more details. It was found to be possible to communicate with John by using an I Pad. John disclosed psychological, emotional and physical abuse that had been going on for approximately seven years.

A MARAC (Multi Agency Risk Assessment Conference) checklist was completed and John was discussed at a MARAC meeting. Alongside this a Safeguarding meeting was also arranged. John was too unwell to partake in the Safeguarding meeting but understood the process and that of MARAC, as a means to support him and to get support for Alan who was vulnerable due to his mental health needs. The MARAC meeting was a means to support John when he left hospital when he would be allocated an Independent Domestic Violence Advocate. After the Safeguarding and MARAC meetings, time was spent with John going through the discussions and outcomes. John's chosen outcome was to feel safe and to have no contact with Alan. This process enabled John to feel safe and supported, as well as be involved and in control of making decisions about his own situation.

There was the added concern of Alan having a mental health problem so support was sought via his GP who referred to a mental health social worker. The MARAC forum also provided the means to reach Alan's GP and eventually Alan was sectioned under the Mental Health Act and now has the appropriate support he needs.

# Leadership

## The SAB aimed to ensure it is an effective body

In September 2014 the Local Government Association carried out a Peer Review of Safeguarding in North Tyneside. This was held over 4 days when independent people scrutinised both the Safeguarding work carried out in North Tyneside and looked at how effective the SAB is. The findings of this have been very positive stating:

“It was obvious to the Peer Review Team that staff involved in the work of adult safeguarding at North Tyneside Council and those who work for the wide number of related partners work hard and deliver positive outcomes under pressure for users and carers and have done so over recent years.”

The SAB has now agreed a Constitution which sets out how all agencies will work together to safeguard people across North Tyneside. A copy of this can be found on the Safeguarding Adults webpage on North Tyneside Council's website:

[http://www.northtyneside.gov.uk/browse-display.shtml?p\\_ID=541444&p\\_subjectCategory=421](http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=541444&p_subjectCategory=421)

The SAB agreed a Quality Assurance Framework with Northumberland and Newcastle. This asked for assurance from all SAB members about issues such as; Internal Safeguarding processes, senior management oversight, Commissioning procedures, recruitment practice and supervision of staff etc.

All partner agencies were asked to complete this document and submit it to the SAB to offer assurance and also to highlight any aspects of work which required change.

Following the submission of these, the SAB held a half day workshop for agencies to share their findings highlighting areas of good practice and identifying areas

where further work was required to make improvements. This proved to be a positive way to share information across the partner agencies.

Many partner agencies have also updated their internal procedures to make sure they are Care Act Compliant. For example:

NTW Trust Safeguarding Adult at Risk Policy and Training provided has been reviewed to reflect Safeguarding changes in response to the implementation of the Care Act.

NTW Safeguarding Team is currently piloting a duty system for all new safeguarding concerns for staff within the trust. The pilot is identifying that staff are contacting the team for timely advice and support and ensuring appropriate safeguards are put in place.

Northumbria Healthcare Foundation Trust have revised their policies and reporting tools to improve the referral pathway for concerns identified by their staff.

Northumbria Trust is committed to providing services which are steeped in quality, patient safety and effectiveness. The Trust Safeguarding Board is the key mechanism through which safeguarding governance, assurance and service development is monitored. The aim is to work in partnership with NT SAB ensuring that the priorities are aligned and that the adult's voice remains influential to service delivery.

The Trust Safeguarding strategy has identified five themes which provide a framework for the Action Plan:

1. A culture of safeguarding adults is embedded within the Trust.
2. The workforce is skilled, competent, and able to deliver first class care.
3. Leadership is evident and champions safeguarding throughout the Trust.
4. High quality, safe and caring safeguarding practice is evident in all Trust services.
5. Trust effectiveness is demonstrated through robust performance management frameworks including key performance indicators.

# Service Delivery

## The Care Act 2014

In April 2015 The Care Act 2014 came into force. North Tyneside's Safeguarding Adults policies and procedures have been revised in response to the requirements of the Care Act. Three new abuse types have been added to the safeguarding guidance – modern slavery, self neglect and domestic abuse. A '10 Step Procedures' document has been developed in partnership with Northumberland's SAB. This breaks down the safeguarding process into ten steps which can be easily followed by anyone who is involved at any stage of this process.

All of the updated policies and procedures are on North Tyneside's Safeguarding Adults webpage which can be accessed via the Council's website.

[http://www.northtyneside.gov.uk/browse-display.shtml?p\\_ID=533408&p\\_subjectCategory=421](http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=533408&p_subjectCategory=421)

The Safeguarding Adults Risk Threshold Tool was updated as part of a joint piece of work with Newcastle and Northumberland Safeguarding Teams.

The Safeguarding Adults Team has also changed the system that adult social care providers use to report safeguarding concerns. A working group was established which had representation from a range of partner agencies that are involved in the safeguarding adults process. A new safeguarding reporting form was developed in partnership with Newcastle's Safeguarding Adults Team. This was tailored to the needs of North Tyneside and is now used by adult social care provider agencies to report all safeguarding alerts (both low level and more significant concerns). The longer term plan is for an on-line form to be developed so that safeguarding alerts can be securely transmitted via North Tyneside's Safeguarding Adults webpage.

[http://www.northtyneside.gov.uk/browse-display.shtml?p\\_ID=559490&p\\_subjectCategory=421](http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=559490&p_subjectCategory=421)

The Joint Case Review Panel is tasked to make sure that all agencies learn from cases to ensure that practice constantly improves within Safeguarding. The Care Act states that Safeguarding Adults Boards must commission Safeguarding Adults Reviews in certain circumstances. To reflect the change in name from Serious Case Review to Safeguarding Adults Review the sub group has changed its name to Safeguarding Adults Review Committee. This remains a joint sub group with the Northumberland Safeguarding Adults Board.

North Tyneside, Newcastle and Northumberland have developed a joint policy on Safeguarding Adults Reviews, which offers several different models of practice, depending upon the circumstances of cases. One of the new models that can now be used is an Appreciative Inquiry.

## Appreciative Inquiry

An Appreciative Inquiry tries to place more emphasis on learning from good practice and is based on a whole systems approach.

To date two complex cases have used the Appreciative Inquiry Model in North Tyneside.

“Appreciative Inquiry” is a relatively new approach to learning from cases, and is more widely used in safeguarding children. The approach recognises that in order for people to be able to think, reflect, learn and change; participants need to feel supported, respected and valued.

The Appreciative Inquiry approach involves all people involved in the case. They have a meeting where they go through the timeline of the case and ask open questions about what worked, as well as what might and should have been different. This then highlights how similar issues could be managed differently in the future.

### Voluntary Sector Task and Finish Sub Group:

The SAB set up a task and finish group to concentrate on developing the role of the Voluntary Sector in safeguarding. This group has focused on identifying and mapping the voluntary sector, finding ways of engaging, raising safeguarding awareness and increasing the number of safeguarding referrals received from the voluntary sector.

In identifying ways to engage and raise awareness within the voluntary sector the group created a flyer and information sheet. Regular entries were included in the VODA e bulletin sent to 1400 subscribers and a flyer was posted with the VODA newsletter to 750 people.

Free Safeguarding training has been promoted and an audit carried out showing an increase in those accessing training. Safer recruitment training has also been arranged aimed at individuals and smaller organisations which are also continuing to be made available at no cost to individuals or organisations.

The group created a Safeguarding Adults Awareness Training Endorsement within the voluntary sector. This endorsement was introduced to give positive recognition that rewards organisations that have ensured all staff have undertaken adult safeguarding training.

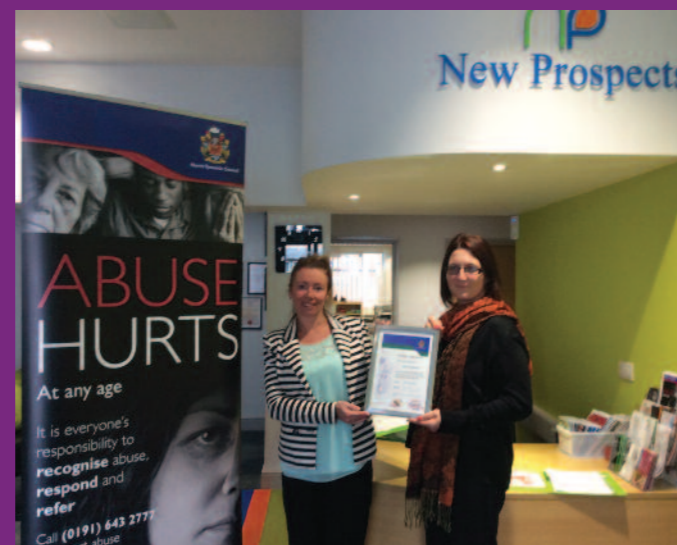
A bench marking exercise was completed and the group have monitored referrals received into the council for adults whilst the group has been running. This has shown an increase in referrals made by the voluntary sector.

### Tackling Domestic Abuse

In North Tyneside there is a Domestic Abuse Champion based with the Adults Safeguarding Team for Adult Social Care. The champion works closely with the Domestic Abuse Coordinator in the council. In addition Domestic Abuse Champions have been identified in each of the Adult Social Work Teams, Community Occupational Therapy Team and Mental Health Reablement Service. The champions share information with their colleagues, attend training / network events, display leaflets / posters, are a point of contact and raise awareness and knowledge within their agency. Within Adult Social Care, domestic abuse training and MARAC Training continues to be promoted for all workers.

North Tyneside Safeguarding Adults Board supported the production of posters to raise awareness of domestic abuse and older people which has been shared with the partner agencies. The poster was launched at the North Tyneside Domestic Abuse Champions meeting in March.

### New prospects awarded safeguarding Training Endorsement



### DoLS Update

The Deprivation of Liberty Safeguards (DoLS) 2007 is part of the Mental Capacity Act 2005. They were first introduced in April 2009 in order to safeguard adults from being arbitrarily deprived of their liberty.

Article 5 of the Human Rights Act states that 'everyone has the right to liberty and security of person. No one shall be deprived of his or her liberty [unless] in accordance with a procedure prescribed in law'.

The DoLS safeguards were introduced to law for use when a resident of a care home or hospital is deprived of their liberty for the purpose of care and treatment and they are unable to consent to this. In order to grant a DoLS request, formal assessments are undertaken.

A landmark ruling by the Supreme Court in March 2014 drastically changed the landscape of the DoLS. The Supreme Court looked at three cases; P v Cheshire West and Chester Council, and P & Q v Surrey County Council, and from this the new 'acid test' was introduced.

The 'acid test' states that a person is objectively considered to be deprived of their liberty if they lack capacity to consent to their care arrangements and they are;

1. subject to continuous supervision and control AND
2. are not free to leave.

Prior to the Supreme Court judgement, North Tyneside Council had 18 requests for DoLS assessments in the year 2013/14. In 2014/15, following the judgement, there were 567 requests for assessment. Of these 463 were authorised. Month on month the numbers of requests have increased.

### Case Studies

Mrs C is an 81 year old woman with Alzheimer's dementia. She was admitted to a residential home in her best interests after being found wandering on a major road. Mrs C has a very supportive family who agreed with the placement and visit daily.

Mrs C has settled well into the care home, although she thinks it is a hotel. She interacts with the other residents and still has some self care skills. Due to multiple risks to her health and safety the Best Interest Assessor decided it was in her best interests to remain in the care home. The Mental Health Assessor decided she lacked capacity.

The DoLS was authorised for 1 year; the maximum available, as Mrs C was extremely settled in the care home.

Mr A is a 73 year old man admitted to hospital following a collapse at home. Mr A was found to have a severe infection and already had COPD. Mr A did not want to be in hospital. He had stated verbally on many occasions that he wanted to go home and that he could manage. He had been uncooperative with the nurses on occasion due to his dislike of being in hospital. Since being on the ward Mr A was unable to manage his personal care without assistance. He had just started to be able to transfer from bed to chair independently again. Mr A had been experiencing incontinence at night. Mr A did not have a care package in place at home previously.

Mr A was assessed by the Mental Health Assessor as lacking capacity to consent to his care and treatment in hospital. The Best Interest Assessor decided it was in Mr A's best interests to remain in hospital while he fully recovered.

A DoLS authorization was granted for 2 weeks and Mr A returned home before this expired with a care package in place.

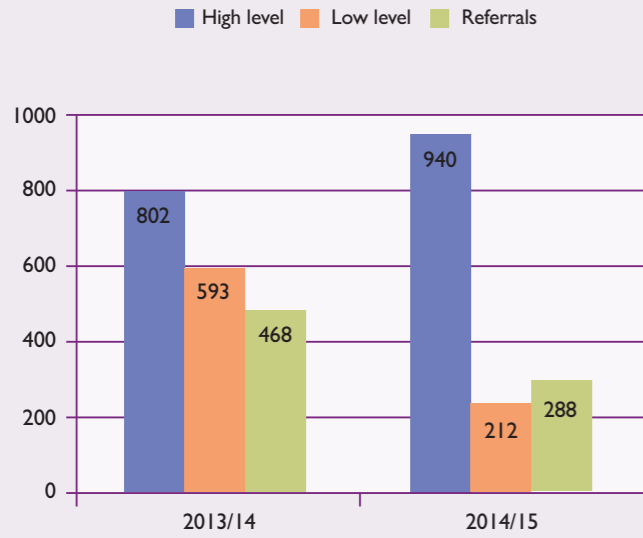
### Performance data

The Safeguarding Adults Board (SAB) receives performance data on a quarterly basis which provides information about numbers of referrals into safeguarding, the geographical location of abuse, types of abuse etc.

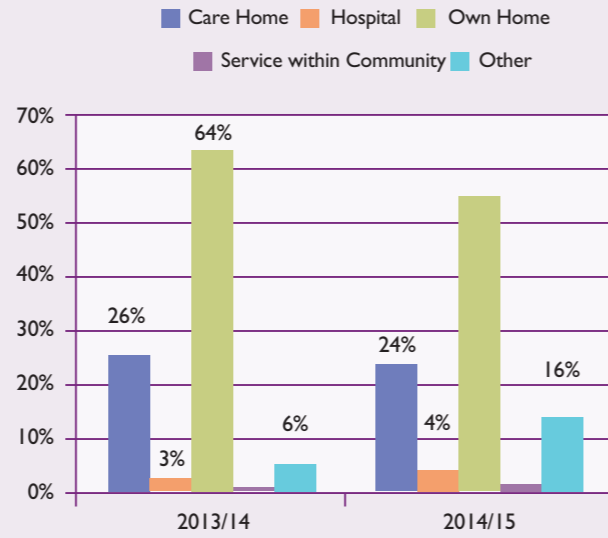
The SAB has been using this information to ask further questions about patterns and trends in Safeguarding, for example why the number of incidents in one particular area rose in one quarter. The SAB has also been reviewing the range and type of information it receives, as well the format in which it is presented. The aim is to make the information clearer for SAB members to interpret.

# Demand

25% of High and Low Level referrals received within North Tyneside procedure into the Safeguarding Arena this is a slight reduction since 2013/14 of 9% but during this period referrals received were at a higher level

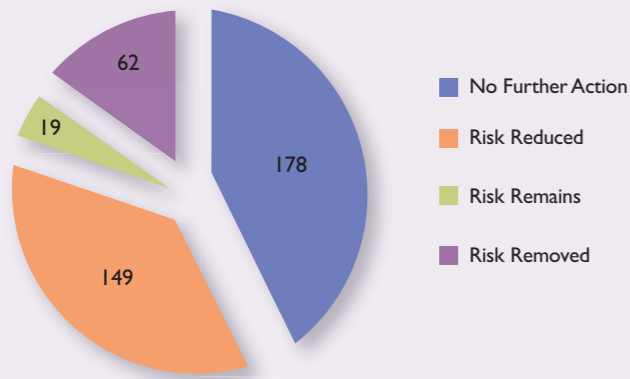


The Location of abuse has changed slightly with a reduction within the clients own home at 10% and an increase of other at 10% whereas Hospital and Services within the Community have continued to follow the same trend year on year.

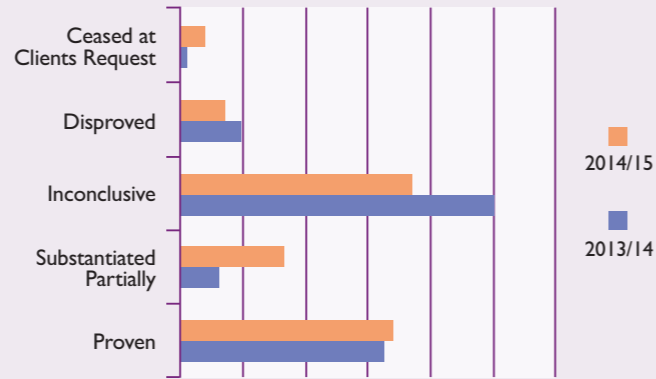


# Outcomes

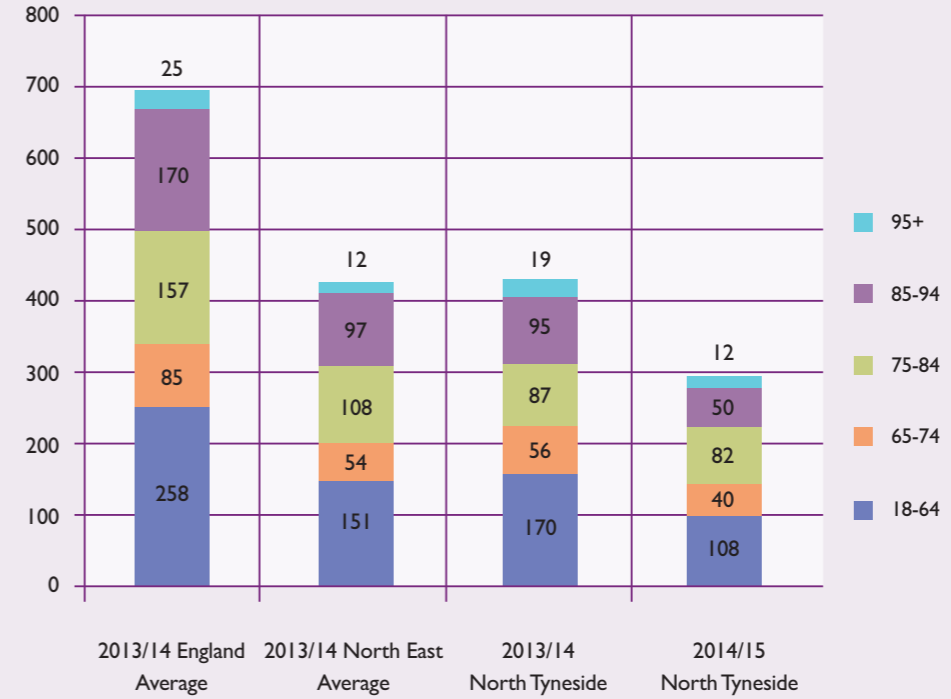
37% of clients who have been involved in the Safeguarding Process have an outcome of Risk Reduced, 5% Risk Remains and 15% Risk Removed. Overall 44% of all Outcomes is No Further Action



The Outcome of **No Further Action** looked at in detail shows a reduction of the Action of Inconclusive by 13% but an increase of No Further Action Ceased at Clients Request by 3%, this indicates as a Local Authority we are listening and working closely with our residents



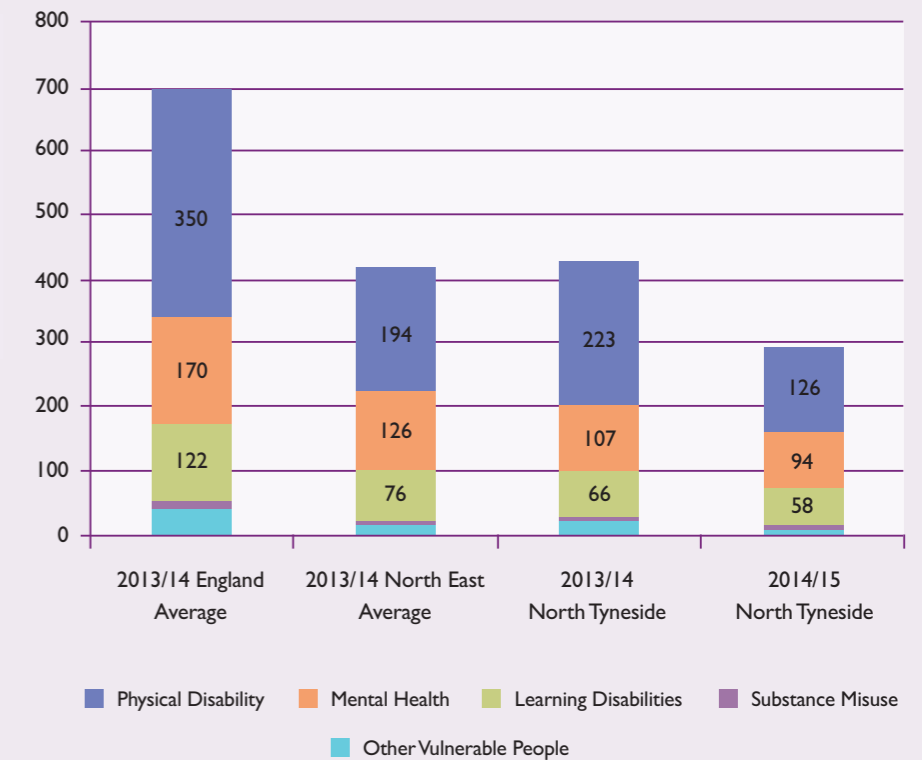
# Annual Focus



The average for 18-64 and 95+ age group has reduced by 33%, whereas age group 85-94 has reduced by almost 50% with 75-84 continuing on the same trend for North Tyneside



Clients with the Category of Physical Disability continues to follow the same average trend within North Tyneside for the two years comparable data 2013/14 and 2014/15



# Working Together

An aim for 2014-15 was to improve communication and raise awareness about Safeguarding Adults.

In June 2014 the SAB hosted the first SAFE week. This was hosted across North Tyneside, Newcastle and Northumberland. This was a huge success with a week of events including a walk, coffee mornings, a conference and tea dances taking place all with the theme of raising awareness about Safeguarding Adults.

Over 1700 people took part in the various activities across the week. There was also a social media campaign and web based information available, meaning far more people saw information about Safeguarding Adults during that time.

Due to the success of SAFE week 2014 plans are now being made to host SAFE week 2015, with an aim to reach more people, in particular the general public.



## The SAFE Walk



Coffee mornings were hosted across North Tyneside to raise awareness about Safeguarding Adults





Coffee, Cakes and Safeguarding

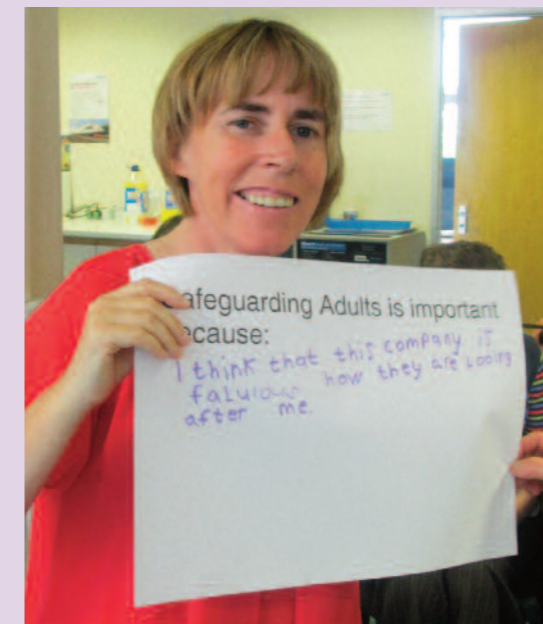


The Safeguarding Adults Summer Conference focused on the Mental Capacity Act





Raising awareness in the Local Community  
- At a local tea dance



We got excellent feedback from some of these events

### Hate Crime Week

On 16th February 2015 Northumbria Police had a week of events to raise awareness and promote Hate Crime within the police area commands. North Tyneside Safeguarding Adults Team supported this and took part in three local events to raise the profile and importance of Hate Crime within

North Tyneside and to also raise awareness on how to report Hate Crime via the Safe Reporting Centres. North Tyneside Council Safeguarding Adults Team host ongoing Disability Hate Crime meetings which are held every three months with partner agencies.



### Information Sharing Agreements

The SAB has agreed a joint Information Sharing Policy between all partner agencies. This sets out how, when and what information can and should be shared between organisations when there are safeguarding concerns. This is a joint agreement across North Tyneside and Northumberland SABs.

[http://www.northtyneside.gov.uk/browse-display.shtml?p\\_ID=541444&p\\_subjectCategory=421](http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=541444&p_subjectCategory=421)

### Joint Working

Having joint policies, procedures and sub groups helps to improve consistency across geographical areas and is also more efficient, especially for partner agencies that cover large regional areas e.g. Police, NTW and Northumberland healthcare Foundation Trust etc.

### Consultation

The SAB aims to learn from a variety of people about their views relating to safeguarding adults.

The SAB considered several priorities it could focus on in the future annual plan. These ideas were then shared with a range of people at community events e.g. service user forums, community conversations, Mayor's listening events. People attending these events were asked to highlight the priorities they felt to be the most important. This has provided the SAB with useful information which will shape the way that Safeguarding work is carried out in the future.



# Annual Plan 2015-16



## Vision

To protect an adult's right to live in safety, free from abuse and neglect

- Improved outcomes for those experiencing abuse
- Making safeguarding personal
- Learning from individuals experiences
- Increased awareness about Safeguarding Adults

- For the SAB to be an effective body with active involvement from partner agencies
- To meet the legal requirements of The Care Act 2014

## Outcomes

– for individuals who have been abused or harmed to feel safer

## Leadership

– for all partner agencies to be effective in carrying out their roles and responsibilities for safeguarding adults

## Priorities

## Service Delivery

– to have training for staff and learning from cases to improve services

## Working Together

– for all agencies to work together and to raise awareness about Safeguarding Adults

- To have high quality training
- To have effective services aimed at keeping people safe

- Partner agencies to respond to specific areas of concern e.g. sexual exploitation; self neglect and FGM
- To make good strategic decisions

## Sub Groups

### Improving Practice and Performance Group

- Improve the information available about safeguarding adults
- Ensure people are asked their views about the Safeguarding Process and to learn from this for future practice
- To arrange and promote SAFE week to raise awareness about Safeguarding Adults across the community
- To ask all partner agencies about their internal policies to ensure they are effective and consistent
- To make sure people are made aware of the standards of care they should be receiving

### Joint Policy Group

- To make sure all safeguarding policies are kept up to date
- To develop an Escalation Policy
- To develop guidance for staff on Self Neglect

### Safeguarding Adults Review Committee

- To consider cases where lessons could be learned for future practice
- To Commission Safeguarding Adults Reviews if needed
- To develop action plans regarding cases
- To share the learning and action plans

### Joint Workforce Development Group

- Offer a wide range of safeguarding training
- To make sure training has been updated in line with the Care Act 2014
- Offer training for workers who are supporting people who have been harmed
- Arrange training for the Safeguarding Adults Board members
- To arrange training to increase knowledge about radicalisation and the Prevent agenda
- To host an event to launch the self neglect guidance
- To provide training on sexual exploitation

**If you want to contact us we provide  
a wide range of easy ways to get in touch:**

**Tel: (0191) 643 2777**

**9am – 5pm, Monday to Thursday  
and 9am – 4.30pm, Friday.**

**Fax: (0191) 643 2569**

**Text: (07950) 081 316**

**Web: [www.northtyneside.gov.uk/mycare](http://www.northtyneside.gov.uk/mycare)**

**Out of hours**

If you need to speak to someone urgently (outside of office hours)  
please contact:

Tel: **(0191) 200 6800**, or Fax: **(0191) 200 7309** or

Email: **[carecall@northtyneside.gov.uk](mailto:carecall@northtyneside.gov.uk)**

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