



**safeguarding  
adults at risk**  
a cumbria partnership

**Annual Report**  
**2017 - 2018**

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# I. A Message from the Chair

Having been appointed Chair of the Board in September 2017, I am pleased to present the 2017/18 Cumbria Safeguarding Annual report.

The overarching purpose of a Safeguarding Adults Board is to help to safeguard adults with care and support needs. Cumbria Safeguarding Adults Board does this by assuring itself that:

- Local safeguarding arrangements are in place as defined by the Care Act 2014
- Safeguarding practice is person-centred and outcome focused
- Partners work collaboratively to prevent abuse and neglect
- Agencies and Individuals give timely and proportionate responses when abuse or neglect have occurred
- Safeguarding practice is continuously improving and enhancing the quality of life of adults in Cumbria

As part of the Care Act responsibilities, the Board is required to publish an annual report detailing:

- What it has done during the year to achieve its main objective
- What it has done during the year to implement its strategy
- What each member has done during the year to implement the strategy
- Information about any Safeguarding Adult Reviews (SARs) which have been arranged, are on-going or have been reported during the year.

As Chair of Cumbria Safeguarding Adults Board, it is my responsibility to support partners and agencies in Cumbria to work collaboratively for the benefit of adults with care and support needs and to encourage continuous improvement across all organisations. I am also required to hold agencies to account, ensuring that individually and collectively, organisations are working together to tackle and prevent incidents of abuse and neglect.

During the year there have been several changes to personnel within the Board, including myself as Chair and the appointment of Simone Eagling as Board Manager. These changes have allowed the Board to consider the work that has been carried out to date within the Strategic Plan (2015/18) and to create revised priorities for 2018/19 focusing on Leadership, Engagement, Prevention and Collaboration. These will provide the Board with the opportunity to review its structures, processes, governance and accountability, in addition to improving collaboration with key strategic partnerships in Cumbria including the Children's Safeguarding Board and Safer Cumbria. The subsequent outcomes from these revised priorities will provide the Board with a strong foundation to prepare a strategic plan for 2019 onwards, focused on enhanced service delivery and a clear preventative agenda focused on the most vulnerable communities across Cumbria.

There have also been a number of significant developments implemented by the Board during the past year focused on improved collaboration and service delivery. This includes:

- A review of the membership of the Board and sub-groups to ensure the right representation by statutory agencies and other partners from across Cumbria
- The creation of a stand-alone website, providing safeguarding information for both members of the public and staff
- Creating a Self-Neglect Policy
- Creating a Persons in a Position of Trust Policy

As Chair, I am confident that Cumbria Safeguarding Adults Board will continue to progress the strategic plan to ensure individuals with care and support needs are able to live in their communities free from harm and neglect.



A handwritten signature in black ink that reads "J McDiarmid".

**Jeanette McDiarmid**  
Independent Chair

## 2. National Context

### The Care Act 2014 – safeguarding adults

The Care Act 2014 sets out a clear legal framework for how local authorities and other organisations should protect adults at risk of abuse or neglect.

Under the Care Act local authorities have safeguarding duties. Local authorities must;

- **Lead a multi-agency local adult safeguarding system** that seeks to prevent abuse and neglect and stop it quickly when it happens
- **Make enquiries or request others to make them**, when they think an adult, with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- **Establish Safeguarding Adults Boards**, including the local authority, NHS and Police which will develop, share and implement a joint safeguarding strategy
- **Carry out Safeguarding Adults Reviews** when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- **Arrange for an independent advocate** to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

Any relevant person or organisation must provide information to Safeguarding Adults Boards when requested.

## 3. Role and duties of Safeguarding Adults Boards (SAB)

### Purpose

The overarching purpose of an SAB is to help and safeguard adults with care and support needs. It is does this by:

- Assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- Assuring itself that safeguarding practice is person centered 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

### Core duties

Safeguarding Adult Boards (SABs) have three core duties. They must:

1. Develop and publish a strategic plan setting out how they will meet their objectives and how their members and partner agencies will contribute
2. Publish an annual report detailing how effective their work has been
3. Commission safeguarding adult reviews (SARs) for any cases which meet the criteria

In order to meet their core duties and overarching objective, SABs will require information including general and personal data. Personal data is needed to undertake, for example safeguarding adult reviews and general data is needed to identify trends and patterns in safeguarding activity, abuse and neglect. The grounds on which SABs can require information to be supplied to them are specified in section 45 of the Care Act.

The SAB must lead adult safeguarding arrangements across its locality and oversee and co-ordinate the effectiveness of the safeguarding work of its partner agencies. This will require the SAB to develop and actively promote a culture with its partners and the local community that recognises the values and principles contained in Making Safeguarding Personal.

The SAB should also concern 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
- Effective interventions with adults who self neglect, for whatever reason
- The quality of local care and support services
- The effectiveness of prisons in safeguarding offenders
- Making connections between adult safeguarding and domestic abuse

**Making Safeguarding Personal** is one of the key areas of adult safeguarding and is incorporated into the Care Act 2014. Often referred to as MSP, it means that all safeguarding interventions should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

## Graph I - Making Safeguarding Personal

Graph I below illustrates quarterly monitoring in respect of desired outcomes for adults who entered the safeguarding process.

**“Unable to answer”** SABs are required to arrange an advocate to represent and support an adult who is the subject of a safeguarding enquiry where the adult has substantial difficulty being involved in the process and has no other suitable person to represent them.

During 2017/18 Cumbria SAB made significant progress in reducing the “unable to answer” percentage ensuring that all adults who required support with no other representative were provided with an advocate. In quarter 1 of 2016/17 there was 45% adults “unable to answer. There was a significant improvement with 100% adults supported to answer in quarter 4 of 2017/18.

**Completed Enquiries -Percentage of Number of Individuals Whose Desired Outcomes Have Been Achieved to Quarter Four 17/18 - Showing AVERAGES over a QUARTER From Client Responses to the Making Safeguarding Personal Feedback Questionnaires**



# 4. Six Safeguarding Principles

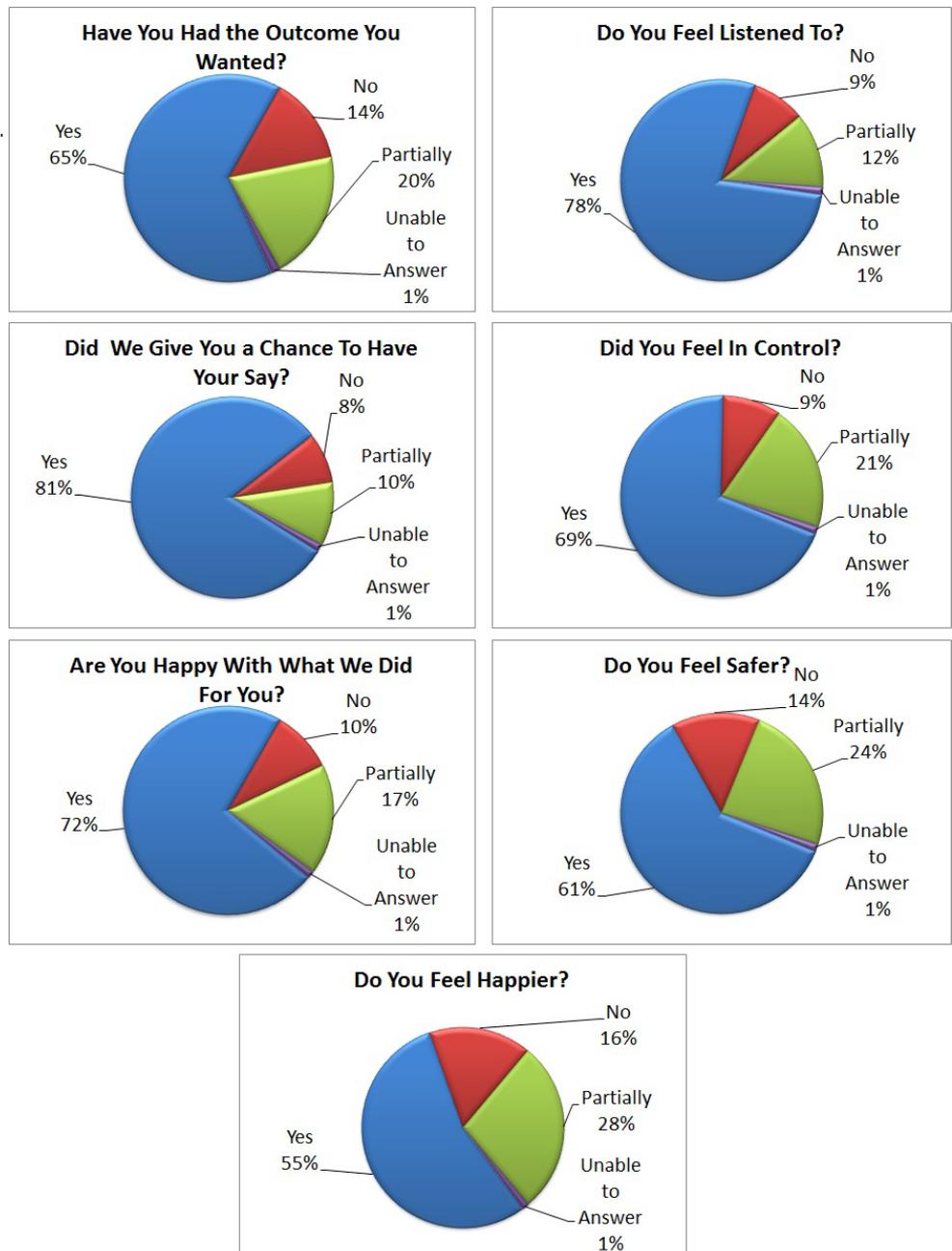
The SAB must promote a culture with its members, partners and the local community that recognises the values and principles contained in 'Making Safeguarding Personal' and ensure all work is underpinned by the six key safeguarding principles. The six principles which underpin all adult safeguarding work:

1. **Empowerment;** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention;** it is better to take action before harm occurs
3. **Proportionality;** the least intrusive response appropriate to the risk presented
4. **Protection;** support and representation for those in greatest need
5. **Partnership;** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability;** and transparency in safeguarding practice

## Graph 2 – User satisfaction survey

At the end of each safeguarding episode adults are asked for feedback on the safeguarding intervention. The questions focus on the Making Safeguarding Personal (MSP) principles. Statutory guidance states that safeguarding interventions should ensure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The set of pie charts on graph 2 illustrates the feedback obtained through MSP questionnaires. It should be noted that MSP outcomes may not have been achieved (Graph 1) however the adult may be satisfied with how they have been supported throughout the process.



During 2017/18 CSAB significantly improved how adults are supported to answer the User Satisfaction survey reducing those “unable to answer” from an average of 35% in 2016/17 to 1% in all cases during 2017/18.

## 5. Context in Cumbria

### Governance

Cumbria Safeguarding Adults Board is a partnership comprising of executives from a number of key agencies. The agencies represented at the Board are;

- Cumbria County Council
- Clinical Commissioning Group
- Morecambe Bay Clinical Commissioning Group
- Cumbria Partnership NHS Foundation Trust
- University Hospitals of Morecambe Bay
- North Cumbria University Hospitals
- Cumbria Constabulary
- National Probation Service
- Healthwatch
- Cumbria Fire & Rescue Service
- Lay Members
- Haverigg Prison, Her Majesty’s Prison Service

The work of the CSAB is delivered through a number of subgroups with representation from across the partnership.

### Local picture

The Office for National Statistics (ONS) estimates that in mid-2016 Cumbria’s population was 497,900 persons. When compared to the national average, Cumbria has lower proportions of younger residents and higher proportions of older residents. The ONS project that if recent demographic trends continue, Cumbria’s population is set to decline slightly, with large decreases in numbers of 0-15 year olds and 16-64 year olds. However, Cumbria’s older population and numbers of over 65s will see large increases.

Effective governance and accountability for the work of the Board is achieved through its formal relationship with the Health and Wellbeing Board and through individual members reporting through their organisations.

The Care Act 2014 requires all Safeguarding Adult Boards to send a copy of their annual report to:

- The Chair of the Health and Wellbeing Board
- The Chief Executive and Leader of the Local Authority
- The Police and Crime Commissioner and the Chief Constable
- Local Healthwatch

The Care Act 2014 also requires SABs to develop effective links and relationships with a number of other Strategic Boards in order to maximise impact and reduce duplication. This is highlighted in Diagram 1.

During 2018/19 CSAB will strengthen and improve connectivity with other strategic boards across the partnership.

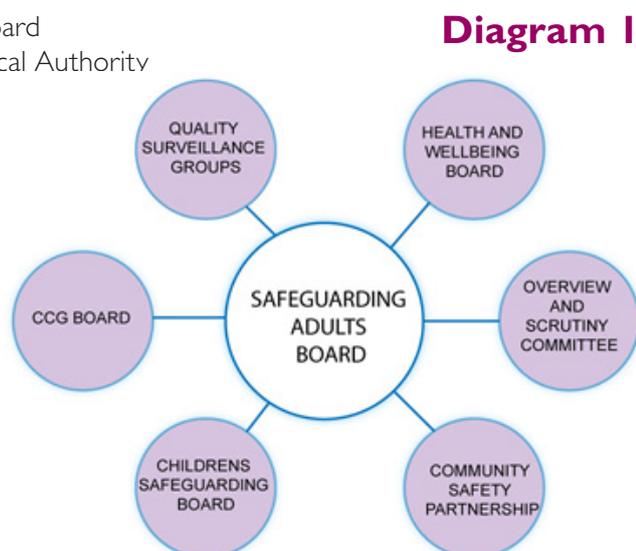
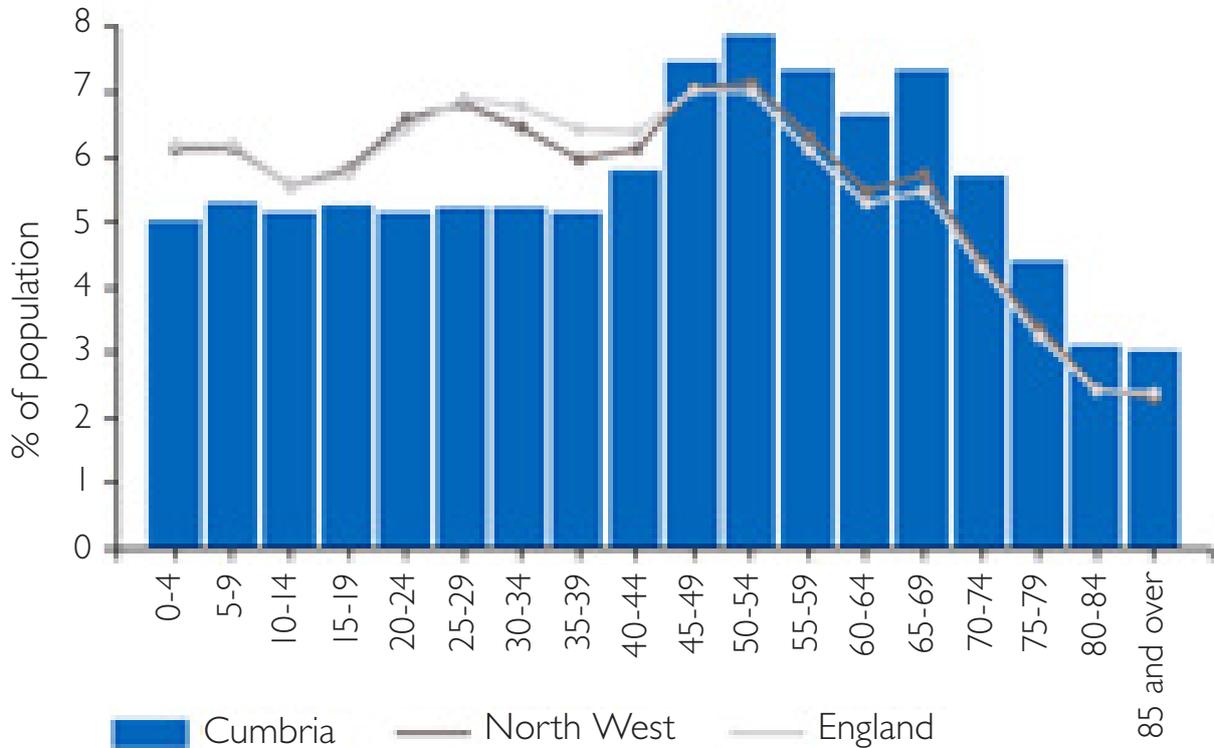


Diagram 1 Note:- Safer Cumbria represents the Community Safety Partnership in Cumbria.

### Graph 3 – Age profiles

#### Age group breakdown estimates (2016)



Source ONS

#### ONS - Office for National Statistics

The Joint Strategic Needs Assessment (JSNA) is an assessment of the current and future health and social care needs of Cumbria's local communities. The purpose is to provide a thorough picture of current and future health needs of communities in Cumbria at different stages of their lives. This also informs current and expected demand for health and social care. The JSNA supports the development of a Joint Health and Wellbeing Strategy for Cumbria that sets out priorities to improve health and wellbeing outcomes throughout the county and aims to reduce inequalities. The Health & Well Being Board regularly review the JSNA and the Joint Health & Well Being Strategy. The Cumbria profile and predictions inform the work and strategic priorities for CSAB with an agenda on prevention.

Further details and the full JSNA can be found at <https://www.cumbriaobservatory.org.uk/jsna/>

## 6. Cumbria Safeguarding Adults Board - development

Progress for the Board and Sub Groups is evaluated and reported against the Strategic Plan 2015 - 2018 alongside the 2017/18 Strategic Priorities.

Strategic Priority 1 “Provide leadership for an effective partnership across Cumbria ensuring effective collaborative working”

Strategic Priority 5 “Hold partners to account and gain assurance of the effectiveness of their arrangements for ensuring the safety of vulnerable adults”

During the period 2017/18 there was a number of changes in membership of Cumbria Safeguarding Adults Board (CSAB). One of the significant changes included the appointment of a new Independent Chair, Jeanette McDiarmid who took up her position in September 2017 chairing her first meeting in October 2017. During the early months Jeanette strived to meet all partners and members of the board on an individual basis by way of introduction and to evaluate the position of the Board and direction required.

A development day for CSAB took place in January 2018 and was well attended by all partners. The day which was facilitated by Stephen Singleton, Director Cumbria Learning & Improvement Collaborative (CLIC) was positive with engagement from all in attendance to ensure clear strategic direction was agreed. The day offered an opportunity to reflect and learn from previous arrangements, agree a revised structure for the Board and its reporting sub groups in addition to agreeing future strategic direction.

The revised structure and new membership agreed by the SAB was implemented during the last quarter and will:

- Improve connectivity between the SAB and sub groups
- Improve the accountability of sub groups to the SAB
- Improved reporting mechanisms to monitor progress against strategic priorities
- Offer opportunity to escalate risks and obtain decision making from the SAB
- Improve governance and audit of information

The key driver to support the above was the introduction of SAB members as sub group chairs. The development day agreed the recommendation to remove the Operations Group and replace with a small quarterly meeting of sub group chairs. In addition and to support the “business” end of CSAB a short term Working Group was established.

A cycle of sub group meetings has been developed to meet bi-monthly reporting to quarterly CSAB meetings. Improved reporting processes have been developed and implemented for sub groups to highlight progress against strategic priorities, escalate risks and obtain decision making from CSAB.

# 7. Safeguarding Adults Board - sub groups

## a) Communication and Engagement sub group

Strategic Priority 1 “Provide leadership for an effective partnership across Cumbria ensuring effective collaborative working”.

Strategic Priority 2 & 3 “Ensure adults are safeguarded in a way which supports them to make choices about how they want to live and that there is a proportionate response where abuse or neglect has occurred”.

Membership of this group includes Communication Leads from partner agencies with the core aims to;

- Raise the profile of CSAB and its key messages in Cumbria; engage with key stakeholders and the public to do this
- Facilitate, support, deliver and lead joint communications about the work of CSAB as directed by CSAB and its sub groups
- Improve engagement and community involvement
- Provide expert advice and support around all aspects of communication and engagement activity for CSAB, sub groups and stakeholders
- Share information in line with CSAB requirements, national guidelines and legislation
- Utilise wider partner networks to communicate and disseminate key messages across the partnership
- Develop re-active and pro-active messages for local media

### Key achievements during 2017/18

- Strengthened membership across the partnership
- Reviewed and agreed new Terms of Reference
- Developed a work plan for the delivery of strategic priorities during 2018/19
- Launched a new CSAB website
- Established a CSAB social media presence and active account on Twitter
- Drafted a Communications Plan and Strategy
- Co-ordinated a media briefing to launch and introduce the new Independent Chair and raise the profile of CSAB with coverage across local radio and press
- Developed a system for disseminating a CSAB newsletter and 5 minute briefing to managers and practitioners across the partnership
- Developed a bespoke communications plan for the publication of SARs with involvement across the partnership taking a pro-active approach ensuring key stakeholders and families are briefed

### During 2018/19 the Communication & Engagement Group will:

- Develop a system wide practitioner survey to establish a baseline of knowledge and understanding in relation to safeguarding
- Establish focus groups which support local community involvement and engagement with adults who have been through the safeguarding process.
- Develop literature and information leaflets for the public to increase awareness and understanding of safeguarding
- Disseminate new guidance and procedures including key messages.

## b) Learning and Development sub group

Strategic Priority 4 “Promote multi-agency workforce development and consider any specialist training that may be required”.

All partners are represented on the group to ensure effective communication and report on issues effectively in respective organisations ensuring up to date information is shared regarding the learning and development needs and activity of their organisation. Key deliverables for the group include;

- To advise on learning and development activity
- To develop and implement the Learning & Development Strategy on behalf of the Board
- To ensure that the content and delivery of learning and development activities supports partner agencies in raising the skills and competencies of staff and volunteers to safeguard adults at risk of abuse
- Ensure that all safeguarding adults learning and development activities have clear learning outcomes; are regularly evaluated and enable staff to meet the agreed competencies
- Ensure that all learning commissioned or delivered is consistent with safeguarding policy and promotes best practice
- Ensure that learning identified through Safeguarding Adult Reviews and practice learning events is reflected in a safeguarding training programme

### **Key achievements during 2017/18**

- New membership and Terms of Reference for the group have been established and agreed
- Agreed a clear work plan for 2018/19 in line with the Strategic Priorities.
- A Task & Finish Group was established to develop a Training Strategy for 2018 – 2021.

### **During 2018/19 the Learning & Development sub group will:**

- Develop a comprehensive e-learning portfolio to support basic awareness competencies across the system. The Learning & Development Group will develop the expected standards for basic awareness across the partnership with a view to providing assurance to the Board.
- Support and promote the development of multi-agency practice learning Hubs across Cumbria which focus learning and peer supervision. These will be supported by a range of facilitators across the partnership.
- Deliver a series of learning events for staff to share learning from SARs. Events will be interactive and also provide opportunity to meet CSAB members.
- Further learning will also be shared through the use of “themed” newsletters, social media and 5 minute briefings.
- Develop Locality based research hubs in conjunction with Lancaster University and Cumbria County Council’s teaching partnership. Research Hubs will be thematic delivered quarterly and focus on latest research facilitated by leading academics in the field.

## **c) Performance and Quality Assurance sub group**

Strategic Priority 5 “Hold partners to account and gain assurance of the effectiveness of their arrangements for ensuring the safety of vulnerable adults”.

This group membership comprises performance and data experts from partner organisations along with operational and safeguarding leads. Experts support the work of the group to analyse performance data and understand emerging themes and trends. Members are expected to communicate and report on issues in their respective organisations and ensure that they have up to date safeguarding performance activity data for analysis.

To support the functions of the group, members will participate in internal and multi-agency audits which provide evidence and assurance of safeguarding arrangements across the system.

Other functions of the group include;

- Reporting quarterly on safeguarding activity and performance
- Determine methods for and to conduct thematic audits
- Analyse and evaluate safeguarding data to increase the SAB's understanding of the prevalence of abuse and neglect locally
- Establish mechanisms to gain assurance from partners of the effectiveness of their safeguarding arrangements
- Promote continuous improvement across the partnership
- Co-ordinate the collation of data and performance for the Annual Report as required by the Care Act 2014

### **Key achievements during 2017/18**

- The group have agreed revised Terms of Reference and membership
- Developed and agreed a clear work plan mapped against strategic priorities
- Collated data and reports in relation to Vulnerable Adult forms received from Cumbria Constabulary for audit purposes
- Developed a quarterly performance dashboard report which will be presented to CSAB
- Identified "themes" to report quarterly to CSAB ensuring all partner agencies are involved in sharing safeguarding performance data. This will support the quality assurance element of the group and offer assurance to CSAB of arrangements across the partnership.
- Developed an audit tool which will be shared across the partnership

### **During 2018/19 the Performance & Quality Assurance Group will:**

- Co-ordinate the development and implementation of an organisational self audit tool to offer assurance to CSAB that effective safeguarding arrangements are in place across the partnership.
- Develop a joint thematic audit with LSCB in relation to transition arrangements to ensure appropriate support is in place when a child reaches 18 and transitions to adult services
- Strengthen assurance systems through thematic reports to CSAB in relation to the prevalence of different abuse types in Cumbria
- Establish a process which supports multi-agency case file audits
- Analyse performance information to ensure safeguarding is person led and outcome focussed and the principles of MSP are applied

## **d) Safeguarding Adult Review (SAR) sub group**

Strategic Priority 1 "Provide leadership for an effective partnership across Cumbria ensuring effective collaborative working".

Strategic Priority 2 & 3 "Ensure adults are safeguarded in a way which supports them to make choices about how they want to live and that there is a proportionate response where abuse or neglect has occurred".

The group consider on behalf of Cumbria Safeguarding Adults Board (CSAB) referrals for Safeguarding Adult Reviews (SAR) of adults normally resident within Cumbria in line with the Care Act 2014. The group make recommendations to the CSAB Independent Chair whether a referral requires a review and recommend level and methodology.

The group are responsible for:

- Agreeing a robust process in consultation with CSAB partners for; SAR Referrals; commissioning Independent Reviewers; identifying Independent Chairs; completing SARs commissioned on behalf of CSAB
- Considering referrals submitted by agencies against statutory criteria set out in the Care Act 2014 assessing if SAR referrals meet thresholds and make recommendation to the CSAB Independent Chair
- Identifying key issues for consideration by a SAR Panel
- Monitoring the delivery of SARs in line with statutory timescales; escalate to the CSAB Chair as appropriate
- Disseminating and publishing learning briefs following completion of a SAR
- Holding partners to account in relation to multi agency action plans developed as a result of recommendations made in a SAR
- Advising CSAB of emerging themes from SARs
- Utilising links with other CSAB sub groups to evidence and share learning
- Contributing to CSAB annual report detailing lessons learned and achievements for the reporting year
- Developing an annual work plan, report on progress/risks to the CSAB on a quarterly basis
- Utilising the learning from SARs to improve services and multi-agency working for adults at risk and their families

### **Key achievements during 2017/18**

- The group have agreed new membership and representation across the partnership
- Introduced extraordinary meetings to ensure the timely review of any new referrals received
- Agreed revised Terms of Reference for the group
- Developed a mechanism for the sharing of learning from any LeDeR reviews
- Drafted revised SAR guidance which has been approved by the Board to improve the oversight, governance and introduce robust processes for SARs
- Developed new paperwork for SARs which documents the decision making process
- Established a generic email address for submission of all referrals
- Maintained oversight and ensured sign off of all historic SARs

### **During 2018/19 the SAR sub group will:**

- Review any referrals received in a timely manner against the statutory criteria
- Implement new SAR guidance and processes

## **e) CSAB Working Group**

A Working Group was established in 2017/18 to meet as required with specific remit for:

- Reviewing policy, procedures and processes
- Drafting annual Strategic Priorities
- Delegating the work programme against annual strategic priorities to relevant sub groups
- Mapping the landscape to inform CSAB connectivity with other strategic boards in Cumbria
- Oversee the development of new Strategic Plan 2019 – 2021

## 8. Other achievements and key developments

### Information sharing

In order to address some problems sharing data electronically with partners, during the last quarter of 2017/18 CSAB secretariat made a significant investment of resource in consultation with Cumbria County Council ICT Team to identify and implement a solution which supports the safe and secure sharing of information electronically with partners. The IT solution is currently being piloted as Phase 1 with CSAB and partners to allow secure access to papers and information for meetings. Phase 2 which will be explored further in 2018/19 will include an option for partners to upload documents and information to the site.

## 9. Policies and Procedures

### Multi-agency Safeguarding Adults Policies and Procedures

The Pan Lancashire & Cumbria Partnership of Blackburn with Darwin, Blackpool, Lancashire and Cumbria launched online multi agency safeguarding adult's guidance. The guidance which is for the adult workforce aims to promote multi-agency working and provide information in relation to safeguarding adults at risk of abuse or neglect. The overarching guidance document provides information to enable practitioners to respond appropriately to adult safeguarding concerns.

The manual will be regularly updated through the partnership to reflect on going local policy development, national guidance and case law updates.

During 2017/18 the Board approved a number of local multi agency policies and procedures developed for implementation in Cumbria.

### People in Positions of Trust (PiPoT) Policy Guidance and Agency Leads

Care & Support statutory guidance (14.120) states that all partners should have policies and procedures in line with those of Safeguarding Adults Boards for responding to allegations against people who work, in either paid or unpaid capacity with adults will support and care needs. Those individuals are known as People in Positions of Trust (PiPoT). Revised policy and guidance was developed in consultation with key partners and approved in October 2017 by CSAB for publication and dissemination across the partnership. The revised policy guidance includes identified PiPoT leads for all partners and contact details which are published on the CSAB website.

### Self Neglect Policy and Guidance

Self neglect covers a wide range of presentations including neglecting to care for one's personal hygiene, health or surroundings and includes hoarding. Partnership working can be a positive means of addressing issues of self neglect which are often complex and challenging situations for all involved. Involvement with the individual concerned is crucial. CSAB approved revised policy and guidance for staff in October 2017 to support practitioners and managers when dealing with cases of self neglect. The development of the revised guidance and policy aims to address issues and learning identified in a recent SAR completed by CSAB.

## Safeguarding Adults Review (SAR) guidance

During 2017/18, the SAR sub group developed revised guidance in respect of SARs to improve the tracking and governance of SARs. The revised guidance introduces a range of methodology for undertaking reviews to ensure a “proportionate” approach. The application of appropriate methodology will allow for a timelier and practiced based review, providing focused and SMART recommendations. The revised guidance which was approved by CSAB clearly outlines the process for making a referral and tracking the decision making process to offer an improved audit trail of events.

The SAR sub group will oversee the implementation of the new process during 2018/19. This will include evaluation of the process through the application of Plan, Do, Study and Act (PDSA). This will enable CSAB to continue to improve systems and processes.

### Diagram 2 – Plan, Do, Study, Act



**Plan:** plan change. New process and guidance developed

**Do:** carry out change. Test out process and guidance

**Study:** reflect on the impact of the change. How did the revised guidance and system support the SAR process

**Act:** plan the next SAR make necessary changes to improve

Communication across the partnership in relation to policy revision will be shared via agreed channels; CSAB newsletter, 5 minute briefings, CSAB website and social media with oversight from the Communication & Engagement sub group.

## 10. Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) came into force in England and Wales in April 2009 under amendments to the Mental Capacity Act 2005. They were introduced following a decision in the European Court of Human Rights (ECHR). The ECHR found that our law did not give adequate protection to people who lacked mental capacity to consent to care or treatment, and who needed limits put on their liberty to keep them safe. Article 5 of the Human Rights Act 1998 requires that no one should be deprived of their liberty except in certain, pre-defined, circumstances; there must also be an appropriate, legally based, procedure in place to protect the individual's rights.

The aim of the safeguards is to ensure that people who lack capacity to consent to being accommodated in a hospital or care home for the purpose of being given care or treatment are only deprived of their liberty if it is considered necessary in their best interests. Care Homes and Hospitals are referred to as Managing Authorities and they must seek authorisation from the Local Authority which is referred to as the Supervisory Body.

The Deprivation of Liberty Safeguards (DoLS) secretariat function in Cumbria was delivered by Cumbria Partnership NHS Foundation Trust from 2009 to October 2017.

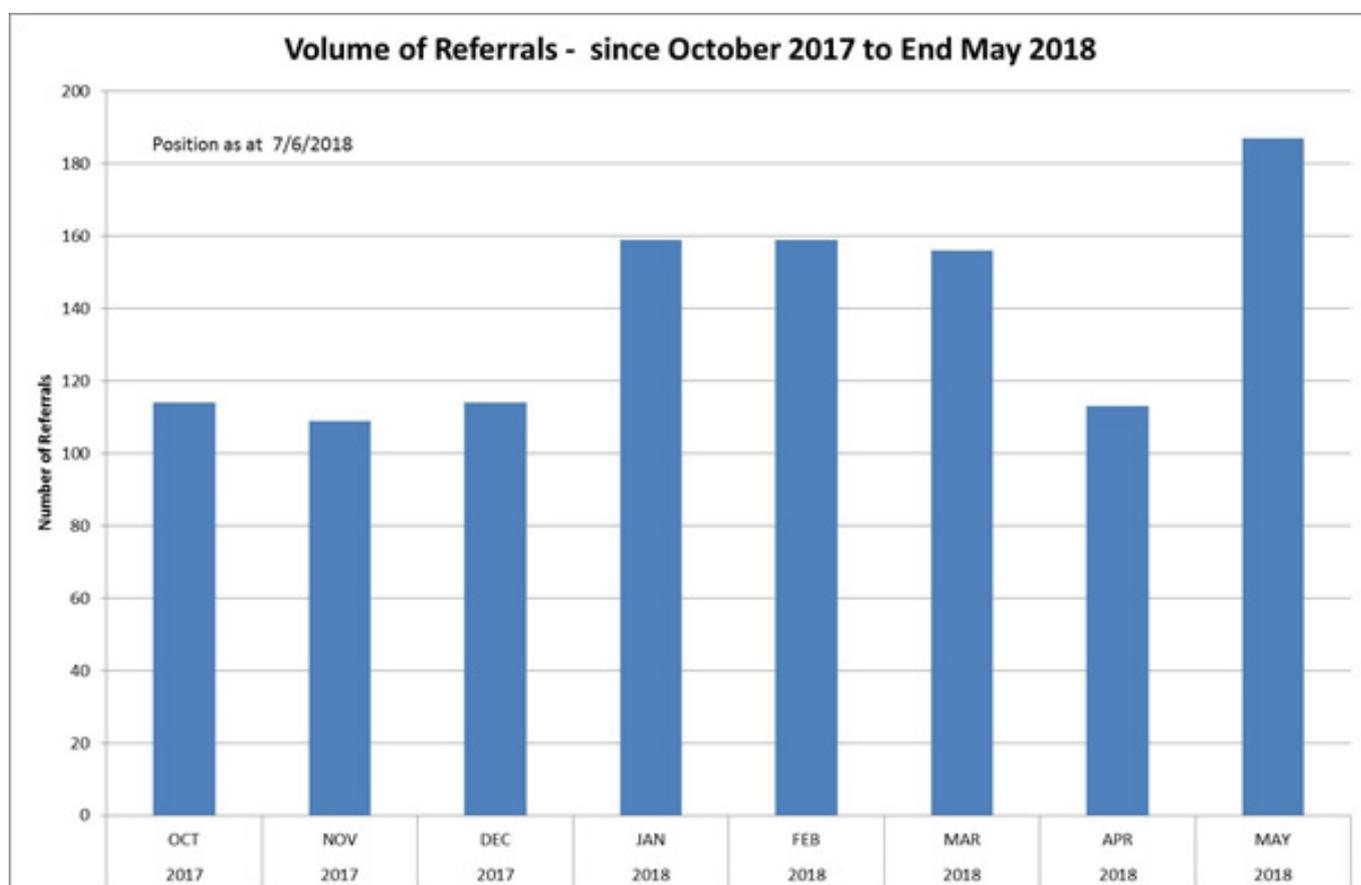
There was a decision taken to bring the secretariat function in house to Cumbria County Council (CCC). The responsibility for the DoLS service sits with Cumbria County Council as the Supervisory body. Detailed scoping for service requirements was undertaken jointly through the DoLS project group with representation from both CCC and CPFT.

During 2017 CPFT and CCC continued to work closely together during a transition period to transfer the service in a safe and effective way. The service was officially provided by CCC from October 2017. Developments in the service remodelling and transition included:

- 2 new full time DoLS Coordinator posts recruited to oversee the administrative function
- All qualified Best Interest Assessors employed by CCC received refresher training in relation to DoLS
- An additional 14 practitioners undertook Best Interest Assessor training in advance of the service transfer and a further 8 have subsequently undertaken training to strengthen the resource and improve service capacity
- The Adult Services electronic recording system was updated to enable the recording and monitoring of DoLS activity
- Significant joint work was undertaken to identify the individuals who were subject to DoLS and ensure the information was transferred onto the CCC electronic record system
- An information leaflet for Managing Authorities (Care Homes & Hospitals) was developed and circulated
- A dedicated mail box, telephone number and web page was developed for the CCC website
- Operational team managers attended briefing sessions in relation to DoLS and the transfer of service
- Senior Managers attended training in the role of the DoLS authoriser to strengthen the signatory arrangements

Graph 4 below illustrates the volume of referrals CCC received for assessment since the transfer in October 2017

## Graph 4

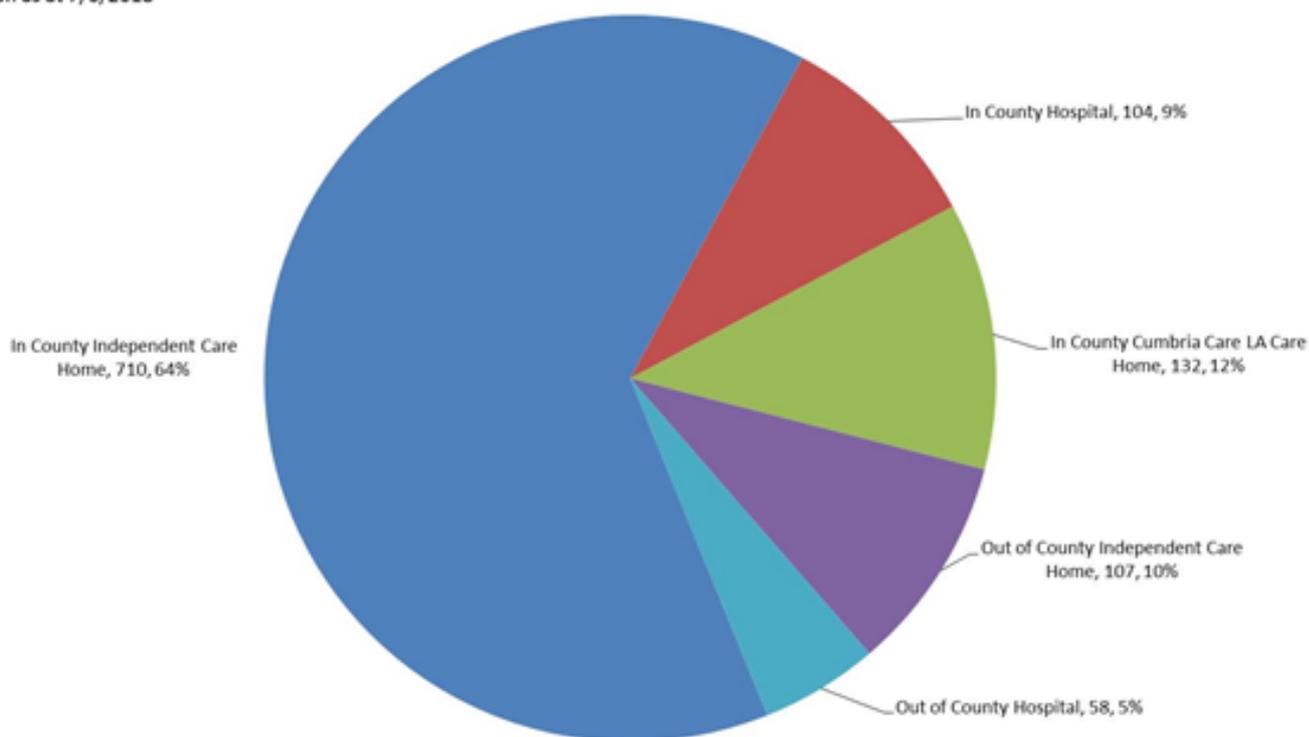


Graph 5 illustrates the source of applications from “Managing Authorities”, care homes and hospitals since the service transfer in October 2017.

## Graph 5

### Profiling Source of Dols Applications - Since October 2017

Position as at 7/6/2018



## 11. Partner contributions and achievements during 2017/18

### Cumbria Constabulary

During 2017/18 Cumbria Constabulary have continued to work with the Domestic and Sexual Abuse Strategic Group to develop a local approach to adult safeguarding linked to domestic and sexual abuse.

Highlights during 2017/18 also include;

- North Cumbria Crime and Safeguarding Team continue to work alongside partner agencies to reduce repeat incidents of Domestic Abuse. In response to the issue of repeat Domestic Abuse, we have implemented a 12-month pilot working with Turning The Spotlight programme (TTS). Turning the Spotlight offers extensive support to families or individuals who are experiencing or causing domestic abuse or harm. The programme involves weekly meetings chaired by the Public Protection Unit Domestic Abuse Lead with workers from TTS & local area Police Community Support Officer's (PCSO's) to triage all of the Domestic Abuse incidents from the previous week for their area.

The group identify incidents and individuals that may be suitable for contact from the Police & TTS, in order to discuss support pathways intervention and ultimately whether they would be prepared to attend one of the TTS programmes. Telephone contact will result in either; no further action, immediate sign posting to TTS or an appointment for a visit by TTS, a Police Community Support Officer (PCSO) or both. This is an ongoing significant piece of work looking at reducing repeat Domestic Violence.

- **Missing From Home (MFH).** The Herbert Protocol commenced in May 2017, a national scheme introduced to Cumbria, for the Constabulary and other agencies to encourage carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of a vulnerable person going missing, the form can easily be provided to the police to support the enquiries. The scheme continues to be working well.

In addition, there is increased awareness raising around Alzheimer's & Dementia amongst the elderly community groups in South Lakeland. A review of this pilot will be undertaken to consider extending across Cumbria.

- **Child Sexual Exploitation (CSE) Transition.** Adult Social Care now attend the CSE central meeting where children transitioning into adulthood are discussed. Adult Social Care also attend the Strategic Child Sexual Exploitation and Missing from Home group. Further review and scrutiny will continue to assess the performance of the transition cases to ensure those in need receive the appropriate support.
- Cumbria Constabulary have launched the **Keep Me Safe initiative** in order to deliver the best possible service to victims of crime and support vulnerable people. One aspect of the initiative is focused on adult safeguarding referrals and how they are 'everyone's responsibility' with 300+ safeguarding plans every month going onto an electronic case management system. This has led to a significant increase in the awareness and understanding along with use of the Adult at Risk definition to identify the right people for support.
- Development of a more robust **Stalking and Harassment** policy and procedures have been implemented by the Constabulary. A media campaign was launched to raise awareness and service delivery and protection of those people in need.
- There has been significant work around developing the **Domestic Violence Disclosure Scheme Panel (DVDS)** which is working well, with Independent Domestic Violence Advocate (IDVA) collaboration regarding DVDS and Domestic Violence Protection Notices (DVPNs).
- Cumbria Constabulary are currently collaborating with Leeds University around research into the effectiveness of **Body Worn Video (BWV)** on Domestic Violence convictions in order to improve evidential opportunities & conviction rates.
- Cumbria Constabulary have made a number of changes to the Multi Agency Risk Assessment Conference (**MARAC**) process in order to improve the overall efficiency and to protect victims of crime. A joint MARAC protocol has recently been agreed and signed off.

**Vicki Ellis, Detective Superintendent Head of Public Protection**

## North Cumbria & Morecambe Bay Clinical Commissioning Groups (CCG)

A boundary change in April 2017 has seen the Clinical Commissioning Group split in two, creating the new North Cumbria CCG to cover Carlisle, Allerdale, Copeland and Eden, while the Barrow and South Lakes areas have joined with North Lancashire to form Morecambe Bay CCG (MBCCG). The multi-agency priorities and work of Cumbria's Safeguarding Adults Board have continued to be supported by representatives from both CCGs with regular and consistent attendance and contribution to the Board's infrastructure of work, in the following specific ways:

- The CCG's commitment to the Modern Slavery and Human Trafficking agenda is outlined in their public facing statements
- North Cumbria CCG has communicated its expectations in relation to the implementation on the Mental Capacity Act (MCA) through their MCA policy. MBCCG has also shared and published its MCA policy.
- North Cumbria CCG has facilitated Protected Learning Training Sessions to Primary Care around the interface of MCA with clinical practice especially when considering Self-Neglect (as per SAR findings).
- North Cumbria CCG has encouraged primary care services in its catchment to undertake a self-audit around the implementation of the Mental Capacity Act using the Royal College of GP's self-audit tool. The objective is to review the audits that have been returned to support and direct the sharing of best practice.
- North Cumbria CCG has supported the local health system in raising awareness and embedding the FGM pathway, including meeting the requirements of the new mandatory reporting requirements and risk assessment process.
- The CCG's now have a Local Area Contact to coordinate Mortality Reviews as part of the Bristol University LeDeR Programme. This has evolved from the Confidential Enquiry in to Premature Deaths of People with a Learning Disability. There is also a Countywide Steering Group that looks at the implementation of the system wide learning that comes out of this programme of work and drives local service improvements as part of the CCG Quality improvement agenda, NHS Trust's Mortality Boards and supporting the CSAB preventative agenda.
- North Cumbria CCG is working closely with Cumbria Partnership NHS Foundation Trust Learning Disability Teams to review Primary Care Registers and the quality of Annual Health Checks of people with a learning disability to encourage timely and appropriate take-up of Annual Health Checks. The objective being the improvement of the overall health for this vulnerable population.
- The CCG's are actively involved in supporting the multi-agency learning that comes via Local Domestic Homicide Reviews.
- The CCG's have communicated their commitment to the PREVENT agenda by both its contribution to the local Prevent Board and channel panel's, as well as expectations of its staff and provider as described in the CCG Policy.
- MBCCG have launched the Safeguarding Champions Model within South Cumbria for Nursing and Residential Home providers, to engage with the safeguarding agenda. This has promoted a learning culture, breaking barriers and building relationships with many organisations.
- MBCCG have launched the GP Leadership Forum, to engage with Primary Care colleagues with the safeguarding agenda incorporating Mental Capacity Act and Deprivation of Liberty Safeguards.
- MBCCG have facilitated MCA/DoLS and Adult Safeguarding training days within the Regulated Care Sector to improve knowledge, awareness and compliance.

**Louise Mason-Lodge - Deputy Director of Nursing & Quality Designated Nurse,  
North Cumbria Clinical Commissioning Group**

**Jane Jones – Head of Safeguarding, Morecambe Bay Clinical Commissioning Group**

## **Cumbria Fire & Rescue Service (CFRS), Cumbria County Council**

Cumbria Fire & Rescue Service are committed to ensuring that;

“Safeguarding children and adults is everyone’s responsibility”

We are currently refreshing our internal programme to enhance, deliver and provide training, instruction, information and supervision to our staff in order that they can identify, signpost and effectively deal with safeguarding issues, this will include:

- Referring concerns to the Local Authority and/or the police for further investigation.
- Carrying out inspections, where we talk to people who use services to help us identify safeguarding concerns.
- Publishing our findings on safeguarding in our inspection reports.
- Working with partners such as the police, local councils, health agencies, other regulators and government departments.(Multi Agency Referrals)

We will produce a delivery plan that ensures all staff has completed the Level 1 Course (Awareness) with the associated refresh and CPD.

We will develop Safeguarding Advocates (Level 2/3 Courses) throughout the Fire and Rescue Service that will have the knowledge, skills and experience to support staff and communities.

We will support and take an active role in safeguarding events and contribute to the wider CCC safeguarding strategy, policy and vision.

We will ensure that we have an identified strategic leads for CFRS that champions safeguarding throughout the service.

The points identified above are currently being built into a wider piece of work for the Fire and Rescue Service and additional information on the delivery aspect of the vision for CFRS will be communicated accordingly.

**Nathanial Hooten Area Manager, Cumbria Fire & Rescue Service**

## **Haverigg, Her Majesty’s Prison Service**

During 2017/18 the Governor and staff have:

- Assisted in the recruitment of additional lay member for CSAB
- Participated in a Practice Learning Event
- Contributed to Improvement Plans and actions from Safeguarding Adult Reviews
- Senior managers attended various external meetings across the partnership, including Domestic Abuse and SARs
- Introduced a HMP Haverigg Domestic Abuse Strategy document for staff
- Implemented a requirement for all staff employed at Haverigg to undertake Civil Service Learning Safeguarding course as mandatory training
- Actively contributed to the Executive Safeguarding Adults Board

**Tony Corcoron Governor Haverigg Prison**

## **Lay member, Cumbria Safeguarding Adults Board**

This year has been a year of change with our new Chair taking up her new role in September 2017. This has given a fresh impetus and an opportunity to re-state our commitment to providing effective and suitable safeguarding services and arrangements in Cumbria.

As a Lay Member I am privileged to see how the partners work together and to be party to the work of the Board. We are continuing to refocus our work with a review of our priorities. In other words, making Cumbria a place that cares for all, and can be assured the right safeguards are in place for our residents who may be at risk.

My past work experience has developed a strong sense of being naturally inquisitive and being prepared to ask questions. The role of critical friend means I am both supported and encouraged to ask questions and be the voice of an “ordinary person” of Cumbria. This is a responsibility that comes with commitment – particularly in understanding the challenges which are faced by front line staff, who do work tirelessly to support the vulnerable people within our communities.

The strength of the Safeguarding Board is to seek assurance that we are working with the goal of supporting those at risk and taking the time learn from issues which do occur. Where appropriate, the Board will have those crucial conversations to make improvements, and continue to reduce potential risks.

The role of a Lay Member “wears many hats” in the work of the Board, sometimes a listening ear; a word of encouragement and rarely, but being prepared to hold up a “Mirror to the Board” and ensure we all keep focused why we are here and what we can do to make a difference to those who need us most.

This is a role which gives a personal sense of pride and commitment in undertaking work which I know can often be a challenge.

### **David Savage Lay Member**

## **Health, Care and Community Services, Cumbria County Council**

Cumbria County Council is committed to delivering its responsibilities as lead organisation for ensuring the effective delivery of activities in pursuit of safeguarding adults from abuse and neglect.

During this year we have reviewed all of our formal Safeguarding Training provision across the workforce. The specific training needs of the workforce have been considered and aligned to the various roles and functions. The introductory levels of Safeguarding Awareness, MCA Awareness and DoLS Awareness have been indicated for all staff groups including our Administration, Business Support and Community Finance Officers. Additional advanced training has been made mandatory for practitioners.

In addition to formal training we have developed opportunities for continuous learning in our practice teams. Practice learning hubs occurring on a 6 weekly basis in each division have been established. Each session focuses on a specific theme relating to adult safeguarding and provides protected time for our practitioners to reflect on practice and update their knowledge in respect of evidenced based practice and research.

We have acknowledged the need for specific training in response to the findings of the Safeguarding Adult Reviews (SARs) undertaken in Cumbria and a new externally commissioned course on Self Neglect and Hoarding has been arranged and will be available to all staff groups. In addition, 2 workshops on self-neglect, in association with Research in Practice for Adults (RiPfA) were well supported by our practitioners. In May 2017, we received a presentation from specialist speakers from Lancaster University on the subject of Self Neglect at our Social Work Conference.

In recognition of the high number of safeguarding concerns raised in connection with people who are resident in care homes and in response to the findings of the Beacon Edge SAR, a new Quality and Care Governance Team now monitors and supports care providers, working closely with health services and the regulator.

The team gathers intelligence and information about the quality of services, from partners and professionals who have contact with a service and also from service users and family members. Regular multi-agency meetings take place to share information, plan and agree any necessary interventions. Alongside these changes, a weekly report is provided to senior managers to ensure that key information is escalated in a timely way and key decisions can be made to maximise the safety of people who are in receipt of care and support.

We have developed quality assurance into our contracts by incorporating a defined set of quality measures and outcomes across a number of key themes.

In October 2017, we received the Deprivation of Liberty Safeguards (DoLS) administrative function back into the County Council. We have worked hard to significantly strengthen the arrangements to meet our statutory responsibility to protect the rights of people who lack capacity to make decisions in relation to their care and accommodation. Cumbria County Council currently has 28 qualified and active Best Interest Assessors (BIAs). The BIAs' role is to decide whether care home residents or hospital patients who lack the capacity to consent to their care are being deprived of their liberty and whether, if so, this is in their best interests or not, necessary to prevent harm to them and proportionate to the risk or likelihood of that harm. There are 3 BIAs employed on a full time basis by Cumbria County Council to do BIA work with a further 25 BIAs based in locality teams who complete assessments on a rota basis.

A DoLS Team Manager and 2 new full time posts entitled DoLS Coordinator were created and recruited to and oversee the administrative function. An additional 22 practitioners have been supported to undertake the BIA qualification at the University of Cumbria.

An information leaflet for Managing Authorities (Care Homes & Hospitals) has been developed together with a dedicated web page on the County Council website to provide advice and information for care homes and members of the public.

The DoLS Team Manager and the Quality and Care Governance Officers are proactively working with the care home sector to raise the profile of the DoLS and the care sectors responsibilities in relation to both the safeguards and the broader responsibilities contained within the Mental Capacity Act 2005.

**Adrienne Halliwell Senior Manager, Safeguarding & Care Governance**

## North Cumbria University Hospitals Trust (NCUHT)

The North Cumbria University Hospitals Safeguarding Team has worked to safeguarding adults this year with its full establishment of staff. One notable development was the continued employment by the Trust of the Independent Domestic & Sexual Violence Advisor. This reflects the growing recognition of the importance of that post to support both patients and staff.

The Trusts Learning Disability Lead is responsible for ensuring the equitable access of adults and children with learning disabilities to health care. This post supports the liaison with patients, families and community team. Over the last twelve months the workload has increased markedly, including contributing to the national learning disability mortality review scheme (LeDeR), working to create accessible information, and supporting patients who are admitted to hospital.

The Lead Midwife (Safeguarding) retired in May 2018 and was replaced by the Trust increasing the number of hours available to four days a week, again recognition by the Trust of the value this role has within safeguarding and protecting the unborn and pregnant women.

The Named Nurse Safeguarding Adults continues to represent the Trust on CSAB specialist sub-groups. Safeguarding concerns raised within the Trust increased to 326 within the last financial year. Around 40% of these are raised with Adult Social Care after initial screening by the Named Nurse.

Much of the work of the Named Nurse Safeguarding Adults has focused on support to wards and departments on the safeguarding of patients' legal rights while they are in hospital, which has included work and audits on the Deprivation of Liberty Safeguards, the Mental Capacity Act, The Equality Act and ensuring patients receive their rights under the Mental Health Act.

The Government counter terrorism initiative Prevent has become the responsibility of the Safeguarding Team (it was previously under Resilience within the Trust). Compliance with training has increased over 100% from 16% to 52% for April 2018. However, this remains short of the 85% NHS England Target and an action plan is in place to meet the 85% figure by March 2019.

### **Tony Walker Named Nurse Adult Safeguarding**

## Cumbria Partnership NHS Foundation Trust (CPFT)

During 2017/18 Cumbria Partnership NHS Foundation Trust achieved the following;

- Developed a website that all staff can access that has relevant safeguarding adults practice guidance and resources for staff in terms of adult safeguarding concerns.
- The safeguarding team offer a daily 'duty' telephone service for staff to call up for advice and support on all adult/child safeguarding concerns they may have.
- The safeguarding team have a Named Nurse for Safeguarding Adults as well as 2 specialist safeguarding nurses for adult services who work closely with the Children's Safeguarding Nurse to ensure a 'whole family approach' to safeguarding.
- There is Director representation at the CSAB board, as well as representation by the safeguarding team at the CSAB sub-groups.
- The Named Nurse for Adults worked closely with the Safeguarding Adult Review sub-group to ensure that all the learning and recommendations from the recent Safeguarding Adult Reviews were identified and actions for CPFT were clearly identified.
- The team are working closely with adult health staff to ensure that we are 'making safeguarding personal' thus capturing the voice of our clients.
- We have worked with the training department to introduce the Core Skills Framework in respect of safeguarding training and have reviewed the current training needs analysis of all our staff in respect of safeguarding training.

- This will provide ELearning in level 1 and 2 adult safeguarding training.
- We have offered bespoke training /development sessions to staff groups, and have facilitated and participated in a number of internal case reviews.
- The safeguarding team chair the adult safeguarding group within CPFT, where learning and recommendations are shared with leads from across the care groups.
- The team are currently supporting the adult care groups to develop consistent safeguarding supervision support within individual teams alongside the supervision the safeguarding team provide.
- CPFT contribute to the PREVENT agenda and have recently launched the e-learning for Basic Prevent Awareness Training (BPAT) and Workshop to raise awareness of Prevent (WRAP) through the ELearning system within CPFT.
- The safeguarding team work closely with the MCA/DoLS lead CPFT. Use of MCA is part of an audit cycle throughout the adult care groups.

## **Susan Mein Named Nurse for Safeguarding**

### **University Hospitals Trust of Morecambe Bay (UHMBT)**

At University Hospitals of Morecambe Bay we remain committed to ensure that Safeguarding remains high on the Trusts agenda. A comprehensive governance structure has enabled significant progress with regards to safeguarding adults at risk who along with Board partners we provide services to. UHMBT have continued to embed the principle of safeguarding as everyone's business. This principle supports and ensures that all staff across the organisation understands their responsibility and accountability in relation to safeguarding adults at risk. Significant progress has been made in relation to policy and procedure within the organisation that underpins the principle of how care is provided. Most significant policy development has been made in relation to:

- Adults at Risk Policy
- PREVENT (Counter Terrorism Strategy) Policy
- Receipt and scrutiny of Mental Health Act
- Mental Capacity Act and Deprivation of Liberty Safeguards Policy
- Domestic Violence Policy

UHMBT fulfils its statutory duties with the appointment of a Named Nurse for Safeguarding Adults. This post holder has the oversight of the Head of Safeguarding & Professional Lead. The Trust has gone further to improve the safeguarding adult's workforce with the appointment of further Clinical Nurse Specialist in Adult and Children's Safeguarding and the appointment last year of a Clinical Nurse Specialist - Learning Disabilities. The Trust has been nominated for a national award for the care of a person with Learning Disability who required support from a wide range of safeguarding, adult social care and Learning Disability teams to ensure her care at UHMB was of the highest standard. The Trust is very proud of the patient who worked with us to enable them to be supported with reasonable adjustments which were focused on their needs. The Trust remains a consistent referrer to the LeDeR programme (Learning Disabilities Mortality Review Programme) where there may be learning in to the premature death of adults with a learning disability.

Along with Board members the Trust continues to participate in CSAB and its sub groups to ensure effective collaborative improvement. Internally the Trust Safeguarding Operational Performance Group continues to report directly to the Quality Committee statutory safeguarding training performance of the Trust workforce remains highly productive with over 80% of the Trust educated in safeguarding adults at risk (including PREVENT) and also education around the Mental Capacity Act, Mental Health Act and also Deprivation of Liberty Safeguards.

The Trust continues to be forward thinking in relation to training and has advanced Level 3 Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS) and Best Interest training to key leaders within the key areas. This training facilitated by the Trust enabled further engagement with both internal and external partner agencies as it increased awareness.

In 2018 /19 the Trust is undertaking a rapid spread methodology by requiring frontline teams to undertake eLearning at level 3. This will underpin the specialist bespoke training provided by the Named Nurse and Practice Educator. The established Safeguarding Strategy for UHMBT and has enabled the safeguarding team to further develop the knowledge awareness and individual practitioner responsibility relating to statutory legislation and the important role they play in protecting our patients.

Another key area for development is Making Safeguarding Personal when undertaking section 42 enquiries. Merseyside Internal Audit Agency (MIAA) has provided a significantly high level of assurance that the safeguarding adults at risk policies and procedures were providing robust challenge to internal and external challenge to partner agencies. Information sharing relating to safeguarding concerns is sent daily direct to the GP and others who may be working with an adult at risk. Developing a culture of collaborative working with districts adult social care teams is a key objective of the Head of Safeguarding and the safeguarding team.

**Mark Lippett, Head of Safeguarding and Professional Lead**

## **National Probation Service North West**

The National Probation Service in Cumbria manages all high risk offenders sentenced to Court Orders or sentenced to more than 12 months in custody. As a longstanding member of Cumbria Safeguarding Adults Board (CSAB), we have a lead manager who promotes the work of the Board and ensures all staff understand their obligations to refer should they have concerns about a perpetrator or victim of abuse or neglect. Safeguarding is embedded within the culture of Probation staff, whether involving children or adults and is considered to be business as usual. We work closely with partners under the Multi-Agency Public Protection Arrangements (MAPPA) to ensure safeguarding concerns are considered when dealing with perpetrators or victims. All staff are PREVENT trained and attend relevant multi-agency training. Going forward, we will include CSAB updates in our bi-monthly staff newsletter to encourage staff to sign up to the Adult Safeguarding website and keep up to date with ongoing developments.

**Sarah Ward, Head of Probation Cumbria**

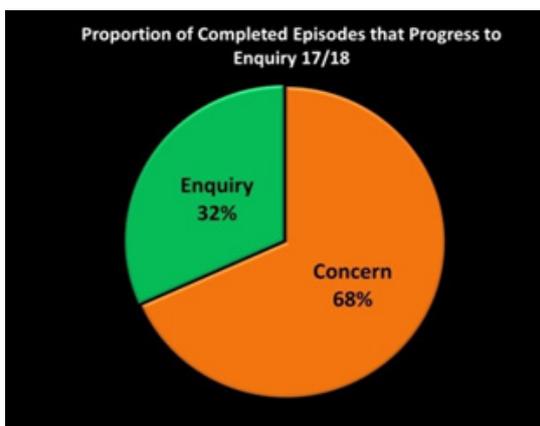
# 12. Safeguarding Adults Performance reports

**Graph 6: Number of safeguarding concerns and enquiries across Cumbria**



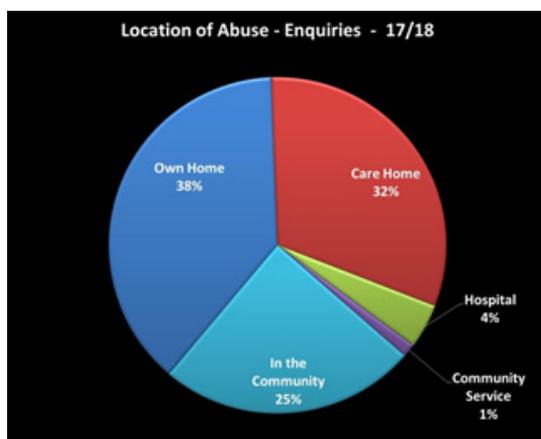
This graph demonstrates consistent awareness across Cumbria.

**Graph 7: Completed safeguarding concerns which progressed to an enquiry**



Number of concerns completed which progressed to a safeguarding enquiry.

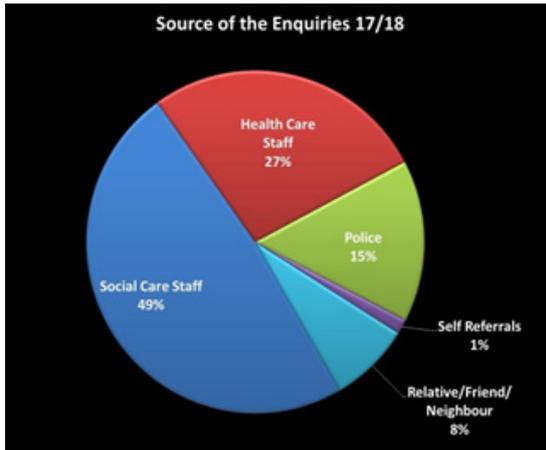
**Graph 8: Location of abuse based on enquiries**



**Community Service** includes community centres, day care centres, GPs and dental surgeries.

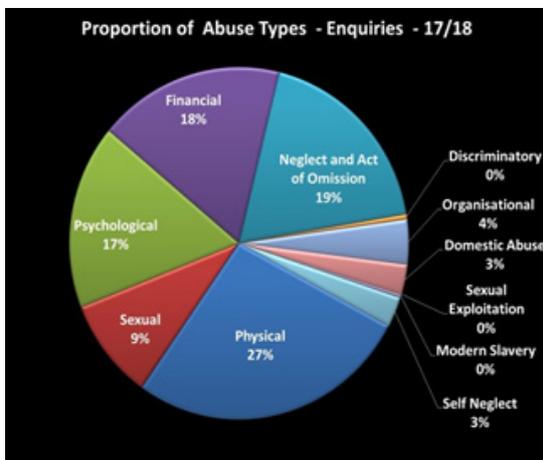
**In the Community** includes public places, businesses and other people's homes

### Graph 9: Source of the concern raised



This graph illustrates the source of concern referred (includes all concerns and those which progressed to an enquiry).

### Graph 10: Types of Abuse Types



Types of abuse – note that individual concerns and enquiries can record more than one type of abuse. Local percentages are in line with national data.

## 13. Safeguarding Adult Reviews (SARs)

The Care Act requires SABs to arrange a SAR when:

- An adult in its area dies as a result of abuse or neglect and there is concern partner agencies could have worked more effectively to protect the adult
- The adult has not died but the SAB knows or suspects that the adult has experienced serious abuse or neglect

The SAR sub group is tasked with overseeing the SAR process on behalf of the Board. During 2017/18 CSAB and the SAR sub-group had oversight of four SARs at various stages in the system. The Board received reports and learning briefs for each SAR along with agency improvement plans. At an extra-ordinary meeting of the Board in December 2017 improvement plans were signed off and it was agreed that all SAR reports should be published further to the development of a communications plan.

A communications plan was approved by the board and during the last quarter of 2017/18 the Chair and other board members met with families to discuss plans for publication. The communication plan continues to be implemented with publication dates agreed during May and June 2018. To date 3 of the 4 SAR reports noted above have been published on the CSAB website and available to view.

The remaining SAR will be published in the 2018/19 period further to consultation and in agreement with family members.

## Sharing Learning

There has been a dissemination of learning across the system through;

- Updated guidance shared across the partnership
- Newsletters and 5 minutes briefings for practitioners
- Assurance from partners that lessons and learning has been implemented

During 2018/19 the SAR sub group and Learning & Development sup group will develop proposals with CSAB for an annual learning event as a vehicle to share learning from all 4 SARs.

## Adult Y

Adult Y suffered from Crohn's Disease and Alzheimer and was admitted to a residential care home following a hospital admission in 2012. Adult Y did not settle well at the care home and was subject to a Deprivation of Liberty Safeguard (DoLS) authorisation as a result of being assessed as lacking capacity to consent to care and living arrangements. In the months that followed, Adult Y experienced a significant number of falls and concerns were raised regarding loss of weight. As a result of the falls Adult Y attended hospital on a number of occasions and returned to the care home. Adult Y's G.P was contacted in relation to the weight loss and changes were made to prescribed medication for Crohn's Disease. In January 2013, Adult Y was admitted to hospital suffering from chronic abdominal pain. A scan was undertaken which identified a perforated bowel. Adult Y was assessed as not suitable for surgery and sadly passed away the next day.

### **The review identified the following key themes as learning:**

- Any case that is considered to meet the criteria for a review should be referred at the earliest opportunity. If there is a possibility that the process will impinge on other investigations, a pragmatic decision must be reached on how to proceed.
- The required care needs of each individual should be reviewed after any significant incidents, including hospital admission. All agencies need to have robust systems in place to ensure that referrals are followed up.
- A framework should be in place to identify a lead professional to coordinate the care of people with complex needs in line with good practice guidance.
- The discharge planning process needs to be carefully coordinated and Adult Social Care have a pivotal role in supporting families to make difficult decisions about the future care needs of their relatives which should include ensuring that good quality targeted information is available particularly in relation to choosing a care home.
- All agencies should adopt an investigative approach to casework and not passively accept decisions that may affect the well-being of the people they work with.
- Referrals for Mental Capacity support should be considered for every case even when there are supportive family members acting in the persons' best interest.
- Care providers and hospital trusts should have robust procedures in place for documenting falls and weight loss to identify escalating patterns and ensure appropriate assessments are undertaken

- G.P's should ensure that new patients are visited and not rely on the information provided by care staff to ensure diagnosis and treatment is accurate.
- Hospital Trusts should ensure that medication is holistically reviewed on each admission to hospital.

## Beacon Edge

CSAB commissioned a Safeguarding Adults Review in response to a number of incidents of serious physical, sexual and emotional abuse to residents of a specialist dementia nursing home in Cumbria. The abuse was highlighted by a newly appointed member of staff who observed disrespectful and cruel behavior towards residents by an existing member of staff during her first night shift. A police investigation identified a number of residents who were abused within the home by three workers. All three care workers were subsequently prosecuted and all received custodial sentences.

### **The review highlighted the following key themes as learning;**

- Learning from this review should be included in the safeguarding training of all partner organisations across the sector
- Organisations need to challenge providers when they are not satisfied with the quality of provider led investigations directed under the Safeguarding process
- There needs to be a clearly defined route of escalation when barriers to progress are experienced
- A recognition nationally that the previous regulatory methodology needed to be developed
- A local recognition that quality and contracting processes need to be aligned to enable actions to be taken swiftly when concerns arise
- There is a need to recognise in individual care reviews that changing patterns of behaviour may be indicative of underlying issues
- There is a need to develop how we share good practice and evidenced based learning across organisations and professional groups.

It should be noted that the nursing home is now closed.

## Mr and Mrs Z

Mr and Mrs Z were an elderly couple who lived at home and did not receive any formal care support. They were both known to their G.P and the District Nursing Service. Mr Z contacted Adult Social Care to request support with maintaining the cleanliness of their home and a referral was made to Age UK in response to this request. A further referral was made shortly afterwards by a family acquaintance who expressed concern about the couples ability to meet their own needs. During a period of 7 months a number of agencies and professionals visited the property and recorded evidence to indicate the couple were not able to adequately maintain their property or meet their needs. However, the couple continued to decline offers of support and they were considered to have the capacity to make this decision. In November 2015 a neighbour contacted the Police as the couple had not been seen for a few days. Upon gaining entry to the property the couple were found to be in a poor condition and were admitted to hospital by ambulance. Mrs Z died a week later in hospital of pneumonia and Mr Z died two months later in hospital of heart failure although pneumonia was also recorded in the hospital notes.

## The review highlighted the following key themes as learning:

- Multi agency guidance should be developed by CSAB in relation to people who self-neglect or are at risk of doing so. The guidance should be incorporate best practice and emerging research evidence in relation to self-neglect.
- Continuous professional development opportunities should be offered on a multi-agency basis to support staff in implementing the policy, share best practice and evaluate the impact of interventions where people self-neglect.
- Adult Social Care should review practice in relation to how the first point of contact operates to ensure that referrals are responded to appropriately and feedback is provided to referrers.
- All agencies should undertake a stock take of how professionals are applying the Mental Capacity Act 2005 in practice, particularly in relation to people who self-neglect. The findings should be used to develop a training plan to strengthen awareness, joint working and confidence in relation to working in complex risk situations.
- CSAB information sharing protocols should be reviewed to support effective joint working to safeguard adults.

## 14. CSAB Budget

Partner agencies contribute to the work of CSAB in many different ways:

- Through involvement or leading activity and specific pieces of work
- Chairing or participation in the LSCB and its subgroups

### Contributions

<b>CSAB Partner organisations</b>	<b>£ contribution 2017/18</b>
Cumbria Partnership NHS Foundation Trust	£5500
Cumbria Constabulary	£5500
Cumbria & Morecambe Bay CCG (combined)	£5500
North Cumbria University Hospital Trust	£5500
Cumbria County Council (Board Manager & Admin)*	£26,520
<b>Total 2017/18 budget</b>	<b>£48,520</b>

(\* Cumbria County Council host Business Manager 3 month pro-rata costs only appointed 1/1/18)

### Expenditure

<b>CSAB expenditure</b>	<b>£ 2017/18</b>
Independent Chair	£20,125
Lay member expenses	£688
CSAB Development	£435
People First SAR Report	£5000
Lay member recruitment costs	£1198
Board Manager & Admin staffing costs	£26,520
Subscription to Pan Lancs (Policies & Procedures) 2018	£250
Miscellaneous	£333
<b>Total 2017/18 expenditure</b>	<b>£54,549</b>

## 15. Strategic Plan 2015 - 2018

The 2015 - 2018 Strategic Plan is the original plan prepared and presented by the previous chair, Mike Evans.

*"In January 2017, Cumbria Safeguarding Adults Board reviewed and revised their annual Strategic Priorities for January 2018 to March 2019 to support the existing principles and vision of the Strategic Plan. These revised strategic priorities are focused on ensuring that the Board's governance, processes and structures are fit for purpose in addition to enabling strategic links with key networks and partnerships across Cumbria. These changes will allow the Board to be in a position of strength to support and enable collaborative working across Cumbria for the benefit of adults with care and support needs"*

### **Jeanette McDiarmid Independent Chair**

A Task and Finish group under the auspices of the Working Group will review and develop a Strategic Plan for 2019 -2021.

## 16. Conclusion

This CSAB Annual Report for 2017/18 evidences significant progress and improvement in how partners are working together across Cumbria to protect adults with care and support needs who may be at risk of abuse and neglect. Through CSAB development sessions the Board and sub group membership has been refreshed with clear work plans developed aligned to the 2018/19 annual strategic priorities. There has been improved connectivity and accountability between the Board and sub groups. This has been further supported by the appointment of a new Independent Chair and Board Business Manager.

Positive progress has been made to sign off "legacy" SAR improvement plans and communication plans agreed for publication of all reports.

There has been improved communication across the partnership and with the public through the introduction of media events; staff newsletters and 5 minute briefings; website and social media. During 2018/19 there will be an emphasis on:

- The development of a new Strategic Plan for 2019 – 2021 which aims to align where possible with the strategic vision of other multi agency boards in Cumbria
- Improving community engagement and involvement in Board business
- Implementing a Learning & Development Strategy
- Strengthen connectivity and reporting with other strategic boards
- Improve reporting across the partnership which supports CSAB partners to understand the prevalence of different types of abuse in Cumbria
- Review of the multi-agency guidance and procedures

# 17. Glossary of Terms

BIA	Best Interest Assessor
BPAT	Basic Prevent Awareness Training
BWV	Body Worn Video
CCC	Cumbria County Council
CCG	Clinical Commissioning Group
CEO	Chief Executive Officer
CFRS	Cumbria Fire and Rescue Service
CHOC	Cumbria Health on Call
CIPOLD	Confidential Inquiry into Premature Deaths of People with Learning Disabilities
CLIC	Cumbria Learning & Improvement Collaborative
CPFT	Cumbria Partnership NHS Foundation Trust
CQC	Care Quality Commission
CSAB	Cumbria Safeguarding Adult's Board
CSE	Child Sexual Exploitation
DA	Domestic Abuse
DISDAT	Disability Distress Assessment Tool
DoLS	Deprivation of Liberty Safeguards
DVDSP	Domestic Violence Disclosure Scheme Panel
ECHR	European Court of Human Rights
EHCP	Emergency Health Care Plan
FGM	Female Genital Mutiliation
GP	General Practitioner
HAP	Health Action Plan
HMPS	Her Majesty's Prison Service
H&WBB	Health and Wellbeing Board
JSNA	Joint Strategic Needs Assessment
L&D	Learning and Development
LA	Local Authority
LeDeR	Learning Disability Mortality Review
LSCB	Local Safeguarding Children's Board
MARAC	Multi Agency Risk Assessment Conference
MBCCG	Morecambe Bay Clinical Commissioning Group
MCA	Mental Capacity Act
MFH	Missing From Home
MSP	Making Safeguarding Personal
NCUHT	North Cumbria University Hospital Trust
P&QA	Performance and Quality Assurance
PCC	Police and Crime Commissioner
PCSO	Police Community Support Officer
PFIA	People First Independent Advocacy
PIPOT	Person in Position of Trust
PPU	Public Protection Unit
RIPFA	Research in Practice for Adults
SAB	Safeguarding Adults Boards
SAR	Safeguarding Adult Reviews