

Public Document Pack



Democratic Support

Plymouth City Council
Civic Centre
Plymouth PL1 2AA

Please ask for Amelia Boulter,
Democratic Support Officer
T 01752 304570
E amelia.boulter@plymouth.gov.uk
www.plymouth.gov.uk/democracy
27 March 2014

PLYMOUTH SAFEGUARDING ADULTS BOARD

Friday 4 April 2014
1 pm
Windsor House

Members:

Jim Gould, Chair

Carole Burgoyne, Geoff Baines, Jenny Winslade, Stuart Palmer, Odette Coveney, Mike French, Karen Grimshaw, Dave Simpkins, Councillor Sue McDonald, Phil Smale, DS Paul Northcott, Becky Morris, Roslynn Azzam, Jane Elliott Tonicic, Pete Aley, Mandy Cox and Paul Francombe.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

PLYMOUTH SAFEGUARDING ADULTS BOARD

- 1. WELCOME AND APOLOGIES**
- 2. MINUTES AND MATTERS ARISING** (Pages 1 - 6)
- 3. DECLARATIONS OF INTEREST**
- 4. CHAIR'S URGENT BUSINESS**
- 5. CARE HOME MANAGEMENT REVIEW UPDATE:** (Pages 7 - 10)
- 6. HEALTH REPORT**
- 7. SAFEGUARDING MANAGER REPORT (SERIOUS SELF-NEGLECT)**
- 8. FRANCES REPORT UPDATE - LESSONS LEARNED**
- 9. SERIOUS CASE REVIEW SUBGROUP UPDATE**
- 10. SECTION 136 UPDATE**
- 11. PERFORMANCE UPDATE**
 - a. AVA DATA
 - b. STAFF SURVEY RESULTS (Pages 11 - 12)
- 12. BUDGET 14/15**
- 13. ANY OTHER BUSINESS**
- 14. FUTURE AGENDA ITEMS AND CONFIRMATION OF FUTURE MEETINGS**
- 15. EXEMPT BUSINESS**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE MEETING)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

This page is intentionally left blank

Plymouth Safeguarding Adults Board**Friday 24 January 2014****PRESENT:**

Jim Gould, Independent Chair.

Also in attendance: Roslynn Azzam, Geoff Baines, Linda Bedford, Debbie Butcher, Martin Cordy (for Jenny Winslade), Mandy Cox, Mary Cox, Karen Grimshaw, Ian Lightley, Councillor Sue McDonald, Julian Moulard, Dave Simpkins, DS Paul Northcott, Cate Simmons, Phil Smale, Jane Elliot Toncic and Simon White.

Apologies for absence: Pete Aley, Carole Burgoyne, Stuart Plamer, Becky Morris, Oddette Coveney, Mike French and Jenny Winslade.

The meeting started at 1.00 pm and finished at 3.45 pm.

Note: At a future meeting, the Board will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

36. MINUTES

Agreed that the minutes of the meeting of 4 October

Matters Arising

- Include Geoff Baines taken over from Steve Waite.
- Minute 25 – this was a typo.
- Minute 29 – Peer review delayed to September 2014 – date will be circulated with the minutes. Can we learn anything from other peer reviews that have already taken place? Will circulate examples with the minutes.
- Minute 27 - Logo – Sam Sposito would circulate the new logo to the board and webpages were now set up.
- Minute 31- Action plan. Was the SCR review circulated with the minutes? No they would be circulated when published.
- Minute 32 - Financial abuse and safeguarding adults. This item would be deferred to a future meeting.
- Invited Helen Toker-Lester to talk to the board under any other business on the Winterbourne View updates.

37. DECLARATIONS OF INTEREST

In accordance with the code, a declaration of interest was made by Mandy Cox. Mandy also sits on other children and adult safeguarding boards across the peninsula.

38. CHAIR'S URGENT BUSINESS

There were no items of chair's urgent business.

39. **TERMS OF REFERENCE**

Debbie Butcher, Head of Safeguarding provided the board with an update on the Safeguarding Adults Board Terms of Reference. The following comments were made -

- should read City College Plymouth rather than Plymouth City College;
- NHS England should be included in the membership;
- User representation should also be included and look at the need to set up a user representative group;
- the Dignity in Care Forum would represent the community and voluntary sector;
- prevention needs to be covered and would normally sit with the Community Safety Partnership (CSP) rather than with the Safeguarding Adults Board. The link with the CSP would be with Pete Aley who is now a member of this board;
- include outcomes for vulnerable adults rather than focus on the system, could use 'best outcomes for people';
- section on management reviews.

Agreed that the Safeguarding Adults Board Terms of Reference is re-circulated to members for further comments. Comments to be sent to Hannah Shaw and the TOR will be updated and resent until all members have reached agreement.

40. **INTEGRATED SAFEGUARDING PATHWAY**

Ian Lightley, General Manager provided the board with a presentation on the Integrated Safeguarding Pathway. The purpose of the presentation was to introduce to the board to the team, managing alerts and tracking alerts that were open, benefits of the new arrangements and multi-agency working.

In response to questions raised, it was reported that -

- there was a need to work more with the safeguarding police colleagues to have the overview and to ensure there were no gaps;
- there were opportunities for co-location and would be of great benefit and sensible way forward;
- there was a pilot running in North Devon, funding nurses into Devon CC and part of triage and investigation teams – analysis to be undertaken on what value this has added;
- there was value in bringing PCH closer together and want to do everything we can to contribute to that but as an NHS community there were boundaries;

Agreed that a report to be provided to the Safeguarding Adults Board in the summer on –

1. progress update on the Integrated Pathway.
2. co-location opportunities and how we move forward in Plymouth.

41. **AUDIT**

Jim Gould, Chair reported that he was meeting with Devon Audit Partnership (DAP) next week. They would be focussing on the 2011/12 recommendations and whether we have improved our processes. There were a couple of areas that need more attention would expect DAP would want to meet with some members of the board.

The Chair was unsure if DAP would be happy with our sharing of information between the different organisations. This needs to be raised as a specific issue and would provide DAP with what we have. NEW Devon CCG were happy to discuss with DAP, if that was required.

Debbie Butcher, Head of Safeguarding was working on an action plan and made links to the Section 11 Audit which this year includes questions on adults. Staff survey undertaken for staff across adult and social care and would circulate the results with the minutes.

Agreed that –

1. the results of the staff survey are circulated with the minutes.
2. an action plan focusing on areas of training following the results of the staff survey are shared at the next Safeguarding Adults Board meeting.

42. **CORPORATE SAFEGUARDING PLAN**

Jim Gould, Chair reported that this was a quality assurance process. The Corporate Safeguarding Plan was a live document that changes over time with new actions and priorities with the aim to moving everything to a green rating. The plan is monitored and the Chair meets with Tracey Lee, Chief Executive, Plymouth City Council, Councillor Sue McDonald, Cabinet Member for Public Health and Adult Social Care and the relevant Assistant Directors every quarter. The Chair gave assurances that the board was working properly.

43. **PERFORMANCE UPDATE**

Debbie Butcher, Head of Safeguarding and Roslyn Azzam, Deprivation of Liberty Lead Officer provided the board with a performance update. It was reported that 85 per cent (258 of 301) of investigations begun between April and September 2012 had been concluded as at the end of December 2013. Of the remaining 43 that were open, 16 were waiting for final case conference meetings and the remaining 27 were waiting for updated data.

The board agreed the recommended management actions –

The recommendations include those from October which have been carried forward awaiting information for national comparison from 2012/13.

- make use of benchmarking data from other areas to consider how the number of alerts on Plymouth 2012/13 compares to recognised comparator authorities by populations;
- continue with regular safeguarding activity meetings to ensure all open safeguarding cases have a conclusion and results recorded as soon as that information is available;
- continue to monitor trends in the number of investigations where abuse is substantiated and carry out periodic audits to ensure consistent decision-making;
- re-instate quarterly performance monitoring meetings to consider trends, analysis and implications for practice;
- carry out further analysis on the increase in alerts from residential care homes to be included in the report to the Safeguarding Board in April;
- ensure consistent data is recorded regarding the Mental Capacity of the alleged victim and the involvement of advocates, as required for the national safeguarding adults return.

44. **BUDGET UPDATE**

Jim Gould, Chair reported that the budget was being worked on for 2014/15 and Debbie Butcher would shortly be making contact with all the agencies.

45. **FRANCES REPORT - LESSONS LEARNT**

Agreed that NEW Devon CCG provide an update on the Frances Report – Lessons Learnt to the next meeting of the Safeguarding Adults Board.

46. **ANY OTHER BUSINESS**

Winterbourne View

Helen Toker–Lester, Joint Planning and Commissioning Manager for Learning Disabilities, NEW Devon CCG provided the board with an update on Winterbourne View. It was reported that there was a plethora of recommendations from the Winterbourne review and the main thrust was to look at getting people repatriated and work started in Plymouth well before Winterbourne View story broke.

The main concern was that there were individuals that did not need to be there and had an unreasonably long stay away from their families. In Plymouth, 18 people fall into that category and have a seven step model of repatriation into the local area. Out of the 18, two were inappropriately placed in hospital. Getting people back is one part of the process, since the process began not placed anyone outside of Plymouth.

The model adopted in Plymouth provides supported living for individuals helps provides tenure and creates an environment for that person to succeed. The staff team is recruited around the person and this creates a strong bond between the individual and their staff and helps minimises some issues they may have had.

Safeguarding Training

Julian Moulard, Independent Chair, Joint Commissioning and Adult Social Care reported that they were managing more complex investigations. Work had already been undertaken on the Training Strategy and will approach partners to ensure their involvement. Training achieved to date –

Trained 1,530 people so far and provide training on -

Level 1 – eLearning package

Level 2 – alert training

Level 3- more specialist meetings/chairing training

Chair training took place this week and received good feedback.

A discussion took place on SCIE (Social Care Institute for Excellence) Review Training and whether this board missed an opportunity to undertake this training when rolled out to Plymouth Safeguarding Children Board. Debbie Butcher had approached them to look a package for Plymouth and there was an opportunity to train up to 12 people, once we have full detail will discuss further. Concerns were raised over this training; in a recent management review gaps were highlighted.

Serious Self Neglect

It was reported that there is no overarching definition on 'serious neglect'. It was important to link to VARM processes. Re-launch of VARM policy and process this year in order to align serious self-neglect. Torbay had a particular interest and agreed to lead on this. Important element of our prevention and worthwhile spending time to get this right and understood.

47. **FUTURE AGENDA ITEMS AND CONFIRMATION OF MEETINGS**

The next meeting will take place on Friday 4 April 2014. The agenda for the next meeting will include Section 136 Update provided by DS Paul Northcott, Jane Elliot Tonic and Geoff Baines.

Jim Gould, Chair gave thanks to Debbie Butcher for her work on safeguarding and wished her well in her new role as Assistant Director in Cumbria.

48. **EXEMPT BUSINESS**

Agreed that under Section 100(A)(4) of the Local Government Act, 1972, the press and public are excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

49. **SERIOUS CASE REVIEW UPDATE**

This item moved to part II due to the nature of the information being provided to the board.

**Action Plan for Safeguarding Adults Board in respect of:
Independent Management Review of 2 independent sector residential care homes – March 2014**

Background: This report was commissioned by the Chair of the Safeguarding Adults Board as a response to a request by the Leader of Plymouth City Council. The circumstances concerning the decommissioning of two independent sector care homes in Plymouth was of sufficient gravity and concern to warrant a management review in order to revise policy and practice to take into account lessons learned.

	Recommendations	Actions / update	Timescales
14.1	The current safeguarding procedures should be reviewed and consideration given to creating a procedure that can deal with a situation similar to which happened at the homes.	Review whole investigation process in light of report writer’s comments.	April 2014
14.2	In line with current ‘large scale procedures’, a manager should be identified to co-ordinate and manage all the safeguarding and commissioning activity, should a similar situation occur again.	The policy review will reinforce the role of the Responsible Operational Manager (ROM) for large scale investigations and that of the commissioner in line with 14.1 to ensure that operational activity and commissioning activity is co-ordinated and implemented.	1 st May 2014
14.3	A system should be introduced so that time scales within the safeguarding process can be monitored.	The ROM will ensure that investigations are conducted within timeframes. This will be monitored in weekly Safeguarding Overview Meetings and through Performance meetings with the Operational Head of service.	1 st May 2014

14.4	Consideration should be given as to whether the safeguarding and associated procedures need to be revised in the light of the Davis Judgement.	Legal to review Davis v West Sussex County Council (2012) EWHC 2152 (QB), (2012) MHLO 83	May 2014
14.5	Within this procedure, there needs to be a process that ensures that a proper record is kept of information relating to the incident, including a running log of activity.	The procedure will set out requirements around standards for record keeping and storage including individual case records on Carefirst and the requirement to capture and record chronologies.	April 2014
14.6	The whistleblowing policy in relation to people who are not directly employed by the Council should be reviewed. The review should also consider whether some form of support can be provided to staff employed or formerly employed by contractors.	This action will be referred to our legal services for consideration and any policy updated accordingly.	May 2014
14.7	Whilst acknowledging the considerable progress that has been made within the Council, some work is needed to look at the roles and responsibilities of the social work staff and their managers, and QAIT. There needs to be a clear separation between the QAIT team and the Adult Social Care Staff who have overall responsibility for safeguarding individuals.	At the time of the incident, ASC did not have a safeguarding team. Since May 2013, there is a Safeguarding Pathway made up of social workers and Advanced Practitioners which has distinctly separate roles from quality assurance team (QAIT). We will reinforce the importance of this distinction of roles and responsibilities within operational policy.	Completed May 2013
14.8	Regular meetings that reflect an ongoing constructive relationship between the Council and CQC needs to be	Quarterly business relationship meetings have	Established 2011 – ongoing. CQC is responsible for

	established. Such meetings should be recorded.	been held since 2011	administration of these meetings. The business relationship meetings involve CQC, Health Commissioners, Local Area Team and Safeguarding Manager. Providers of concern and compliance information are discussed. Minutes have been the responsibility of CQC however we will also ensure that we routinely hold minutes. Timeframe – immediate .
14.9	Whenever a home is contracted to the Council is without a registered manager for more than three months, some form of review should be undertaken by the Council to risk assess the situation.	Providers of concern are discussed at CQC business relationship meeting. CQC are aware of all care homes without Registered Managers and monitoring arrangements are in place. This performance information has started to be shared routinely by CQC.	We will work co-operatively with CQC to manage this area of risk and use contract levers as necessary. Timeframe – ongoing
14.10	Safeguarding is an area of work that is growing and this is likely to increase in future years. Whilst recognizing the difficult financial position that the Council is in consideration should be given to appointing a safeguarding manager to focus solely on safeguarding.	A Safeguarding Manager exists in the Safeguarding Unit and reports to the Head of Safeguarding and QA .This post has been in place since May 2013. A review will be undertaken as a result of the departure of this post holder.	April 2014

This page is intentionally left blank

The South West Peninsula Safeguarding People Staff Survey

This survey was undertaken in June and July 2013. This report relates to Plymouth City Council Staff only. There were 15 respondents who indicated that they worked with adults and 50 respondents who work with children and adults.

The respondents care from a variety of departments as shown in the table below.

Area of work predominantly work for:	Count	%
Early years (0 to 5)	8	12%
Children and Youth (5 to 18)	27	42%
Social Care	25	38%
Other	5	8%

A full summary of questions, responses and comments is included in the appendices.

Headlines

- 90% feel they know what to do if they are worried an adult is being abused
- 47% are aware of the contact numbers to make a safeguarding adults referral
- 48% feel senior managers show clear leadership with regard to safeguarding adults
- 34% report that their training with regard to adult safeguarding is up to date
- 52% feel able to access the latest safeguarding guidance
- 32% feel the Safeguarding Adults board is effective in safeguarding vulnerable adults
- 37% feel they know what the Safeguarding Adults Board does
- 32% feel the Safeguarding Adults board is effective in keeping vulnerable adults safe
- 45% feel they understand adult protection procedures they are expected to follow
- 53% feel they have a clear understanding of how and when to share information
- 29% suggested there could be better training and learning available

Action Plan Recommendations for PCC

Action	Timescale
Council-wide promotion of the contact details for making a safeguarding adults alert – newsletters and information poster in offices	
Refresh Council-wide strategy for safeguarding awareness training (not just focussing on ASC)	
Promote safeguarding adults board website with clear links to guidance and policies	
Include brief information about what the board does on the website	
Include evidence of meeting targets/actions and achievements on the site	
Make information sharing guidance available on tri-x	

Recommendations for Safeguarding Adult's Board

Action	Timescale
Request similar analysis and action plan from all partner agencies	
Compile recommended actions for all board partners	
Monitor progress on actions prior to the next staff survey	