

SAFEGUARDING ADULTS

Update on Training Strategy

TRAINING STRATEGY 2012

In January 2012, a safeguarding adults multi-agency training strategy was submitted to the board based on the National Competence Framework for Safeguarding Adults. The framework is intended to provide consistency and standardisation across practice settings in measuring competence. It included a recommendation that all newly appointed staff should be assessed as competent against their relevant competencies by their line manager within the first six months of entering their post. Although this was adopted by the board, this particular recommendation was not implemented within the council. The Framework identified four staff groups requiring differing level of knowledge and competence. It was proposed that competencies for groups A & B broadly equated to the different levels of Safeguarding Adults Training offered in Plymouth.

Group A (members of this group have a responsibility to contribute to safeguarding adults, but do not have specific organisational responsibility or statutory authority to intervene)

Level 1: Alerters Training (full day face to face training to be completed by all staff coming in contact with vulnerable adults in the city) this is in addition to agency induction

Note: This is also attended by staff in Group B prior to attending level 2 or Level 3 training

Group B (this group have considerable professional and organisational responsibility for safeguarding adults. They have to be able to act on concerns.)

Level 2: Investigators (2 day face to face training to be completed by all social workers and selected multi-agency professionals responsible for investigating alleged abuse)

OR

Level 3: Staff who manage alerters/registered managers (1 day face to face training which had been aimed at all managers of care homes but was to be expanded to managers of day centres or anyone within health who was responsible for safeguarding within their organisation)

Level 4: Responsible managers (training previously given to adult social care team leaders who line manage investigators and have a specific responsible role for investigations with procedures)

The competencies for this were not identified as the group sits between Group B and C

Note: This training has not taken place in the new structure and may need to be revised. According to current policy it is to be repeated annually.

Group C and D (These groups include heads of assessment, service managers, heads of support services, and heads of directly provided services. They are responsible for strategic management and leadership)

Note: Staff Groups C and D are assigned competencies within the national framework, but do not currently attend a structured safeguarding adults training in Plymouth.

CURRENT DELIVERY OF SAFEGUARDING ADULTS TRAINING

LEVEL 1 : Alerters

Around 950 people attended alerters training last year, but courses were over-subscribed, demand is consistently growing and demand continues to exceed supply.

Cost: Free to Any paid or unpaid staff with contact with vulnerable adults

Delivery: Currently delivered by a pool of 4 trainers who are experts in their field including 2 former child safeguarding managers and 2 current safeguarding adults specialist police officers

LEVEL 1 : Alerters 3 yearly Refresher (half day face to face training)

Approximately 350 people attended refresher sessions last year. There has been inconsistency with update of this training. Plymouth Community health require about 50 places per month.

GROUPS ATTENDING

Adult Social Care staff

Domiciliary Care/Supported living/ ASC Reablement

Residential Care

Derriford staff identified by Derriford managers as requiring this level of training (350 needed)

Charitable organisations

Plymouth Community Health (20-30 new staff per month)

A4E personal assistants

Devon and Cornwall Police officers as identified by the force

Naval Families Social workers

Harbour Drug and Alcohol Services

Plymouth University Students on relevant courses

Ambulance Service

Private hospitals

Community Equipment services

Higher Education staff

Groups who have requested on-site training rather than multi-agency alerters

Probation

General Practitioners

Dental Practices and Peninsula Dental School

St Lukes Hospice

Some organisations already access the training through private providers including some care homes and supporting living providers and notably Plymouth Community Homes.

LEVEL 2: Investigators – (previously 2 day training, to be revised to 1 day)

Delivery: Currently delivered by safeguarding worker from commissioning and a safeguarding police investigator who has been released for a set number of hours per year for this training.

It is not clear at this time whether this training will continue to be multi-agency or if only adult social care staff will be carrying out investigations in the future. It may be beneficial for health staff working closely together with social care investigators also took up the training; however this will need to be negotiated with Plymouth Community Health to target the correct group.

It is currently recommended that all professional undertaking single or joint agency investigations should attend refresher training once per year. Refresher sessions have been offered twice yearly.

Level 3: Manager of Alerters/Registered managers

Delivery: This has been delivered up to four times per year by an independent safeguarding trainer. The frequency of the training will need to be reviewed if the audience is to expand.

The usefulness of this training for health employees also requires review.

According to current policy, this training should be repeated every 3 years.

Mental Capacity Act and Deprivation of Liberty Safeguards Training

This training has been delivered by the Deprivation of Liberty Lead Officer. It is not being offered at present; however there is a continued need and demand across all organisations.

Training for Providers

Introduction to MCA for home care and supported living

Introduction to MCA with DoLS awareness for care homes and hospital staff

Deprivation of Liberty for hospital and care home managers

Training for Social workers, support planners, care co-ordinators and other health staff reviewing support plans such as community nurses or CHC assessors

Introduction to MCA

Introduction to DoLS

Best Interest Decision-making

Assessing Mental Capacity

Chairing Best Interest Meetings

Specialist Mandatory Deprivation of Liberty Safeguards Training

Annual Refresher training for Mental Health Assessors Refresher

Annual Refresher training for Best Interest Assessors

ISSUES AND CONCERNS

- The Training Strategy agreed in January 2012 requires some revision and further work toward complete implementation including:
 - Consideration of whether new staff should be measured against competencies within 6 months
 - Clarification of the role of responsible manager and associated training (level 4)
 - Consideration of whether structured training should be arranged for staff Groups C and D
 - Consideration of need for investigators training for health staff
 - Clarification of the target audience and need for Manager of Alerters/Registered manager
 - Multi-agency review of need for and commitment to Mental Capacity/DoLS training
 - Plymouth Safeguarding has been highlighted nationally for the success of its training and awareness-raising sessions delivered directly to vulnerable adults. This training is not currently being offered by the council. There have been some discussions of it being offered by providers
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- **Cost of Full-day Alerters Training**

Full day alerters training as currently delivered by safeguarding experts acting as independent trainers consistently receives positive feedback for the usefulness of its content and multi-agency delivery; however, demand continues to grow and demand continues to exceed supply creating a risk for organisations whose staff are waiting several months before attending training. There are also organisations who fail to come forward for training despite contractual obligations. Systematically addressing this would further increase demand. A minority of staff who do attend the training find that a full day exceeds the requirements of their role. Other groups would prefer to have bespoke safeguarding adults training delivered to their staff onsite.

OPTIONS FOR FURTHER CONSIDERATION

1/ Continue to deliver training as above & increase frequency of alerters training

Estimated cost for 2013/14 around £64000* not including cost of venues (currently making use of safeguarding children's board and Plymouth community health training rooms at Mount Gould)

*This figure does not include the cost of adult social care/police staff time to deliver training.

This will require additional financial contribution from multi-agency partners.

The annual cost is likely to continue to rise as demand for alerters training increases.

2/ Reduce the length of alerters training to reduce staff time and cost

The alerters training could be re-focussed and condensed to be delivered in half-day sessions in line with the length of the current refresher session. This would have the advantage of preserving the multi-agency face to face training delivered by experts in safeguarding as well as reducing costs associated with staff time being released to attend the training. There was a trial of 3-hour alerters training in March 2012 and it did receive positive feedback, though some of the richness, group participation and time for reflection were inevitably compromised.

3/ Make use of E-learning to develop a more blended training offer

Plymouth could review its training needs analysis and consider whether the training needs of some groups could be met through a bespoke e-learning tool. To date, there has been little local enthusiasm for use of e-learning however it does form part of the training strategy in the majority of local authorities including Devon and Cornwall Councils.

4/ Charging for Training

Continuing to make use of free venues and asking candidates to fund their own refreshments, the approximate cost per candidate for a full day of training with current independent expert trainers is approximately £30. The cost half day of training is approximately £10.

Concern: Providers such as care homes and domiciliary care agencies are likely to pass on the cost of the training to individuals who are recognised as a staff group on very low pay.

5/ Support some organisations to deliver their own alerters training by agreement

Plymouth Community Health training department are willing to deliver alerters training for their own staff and are willing to jointly develop quality assurance arrangements. This would reduce demand; however would have the disadvantage of being a single-agency in-house training. Other provider agencies have expressed interest in delivering training in-house; however this has been discouraged due to additional risk especially relating to failing to recognise institutional abuse.

6/ Train the Trainer

Plymouth could completely re-organise training so that senior staff and training officers within provider organisations are trained, equipped and enabled to deliver their own safeguarding awareness training internally. This would also require quality assurance arrangements.

7/ Develop Kitemark for external Training Providers

Plymouth could develop a kitemark to indicate quality safeguarding awareness training and require providers to purchase training privately from approved providers.

RECOMMENDATIONS

- Plymouth Safeguarding Adults Board agree that the current safeguarding training strategy and delivery mechanisms within Plymouth need to be reviewed.
- Safeguarding Alerters training continue to be delivered in its current form as frequently as allowed within council budgetary constraints until an alternative delivery mechanism is agreed.
- Agencies represented on the Board to consider the development of a pooled budget to support ongoing multi-agency safeguarding training to commence in April 2013.
- A Task and Finish group is convened representing statutory agencies and representatives from the private sector to bring forward more detailed recommendations and risk benefit analysis of above options for future delivery of safeguarding adults training. The group to report to the June Safeguarding Adults Board with multi-agency recommendations.