

REPORT TO: Healthy Halton Policy & Performance Board
DATE: 11 January 2011
REPORTING OFFICER: Strategic Director, Adults & Community
SUBJECT: Safeguarding Adults and Service Inspection of Adult Social Care
WARDS: All

1.0 **PURPOSE OF REPORT**

- 1.1
- To present the Policy & Performance Board with details of the outcome of the Service Inspection of Adult Social Care recently carried out by the Care Quality Commission (CQC) and
 - To update the Board on key issues and progression of the agenda for Safeguarding Vulnerable Adults.

2.0 **RECOMMENDATION:**

- i) That the Board notes the contents of the report and associated appendices.

3.0 **SUPPORTING INFORMATION**

3.1 **Service Inspection of Adult Social Care**

Members are asked to refer to the following appendices, for information:

- Appendix 1: Report to the Executive Board by the Strategic Director, Adults & Community on 2nd December 2010 regarding the Service Inspection of Adult Social Care – September 2010
- Appendix 2: Report of Service Inspection of Adult Social Care
- Appendix 3: Improvement Plan

Halton Safeguarding Adults Board's (HSAB) will monitor actions detailed in the Improvement Plan to ensure that satisfactory progress is made.

The Safeguarding Adults Board leads and co-ordinates the multi-agency strategy and direction to ensure that all agencies work together to:

- (a) Minimize the risk of abuse to adults within the borough and
- (b) Respond effectively to allegations of abuse.

3.2 **Safeguarding Adults update**

Since the previous report to the PPB in September 2010, key issues to report are:

- 3.2.1 Trading Standards have secured strategic level membership of the Safeguarding Adults Board and undertake to engage in the Board's work.

A protocol is also being drawn up between Trading Standards and Halton Borough Council (HBC) Adults & Community Directorate.

The work of Trading Standards contributes significantly to the wellbeing of the community particularly in relation to Doorstep Crime and Consumer Advice, education and protection.

Trading Standards are holding a conference in Halton on 22nd February 2011 to raise awareness of the iCAN scheme. The purpose of iCAN is to broadcast warnings to Members to alert them to the latest consumer rip offs that have hit the town. The technology we have allows messages to be sent to iCAN members within hours, ensuring maximum impact. Messages can be received by telephone, text message or e-mail.

- 3.2.2 North West Ambulance Service (NWAS) have been invited to join the Safeguarding Adults Board.

NWAS provides in-house Safeguarding Adults training for its employees.

- 3.2.3 Station Managers from Cheshire Fire & Rescue Service in Runcorn & Widnes will be attending dedicated Basic Awareness and Train the Trainer courses along with one manager from each of the four watches, in order to further improve the knowledge and experience of local staff on 'Safeguarding adults' issues. The ten staff mentioned above will become 'Safeguarding Champions' on each watch at local fire stations.

- 3.2.4 A dedicated half-day course has been provided for HBC assessment team staff and managers [who have a lead role in leading and conducting Safeguarding Investigations] and partner agency leads, to strengthen links between Domestic Abuse and Safeguarding Adults procedures. A follow up course on Domestic Abuse, Stalking and Harassment (DASH) risk assessment and referral processes will take place in January.

- 3.2.5 A Safeguarding Adults and Children Event will be held in March 2011, with a focus on Bullying and Hate Crime.

- 3.2.6 The generic advocacy service has continued to deliver an improved service across the borough. The Care Quality Commission inspection made some recommendations that will need greater focus and targeted work and the HSAB will monitor progress.

Three recent reports on service deficiencies occurring in other localities are being considered for any learning that could benefit Halton services:

- Munro Report identifying the problems within child protection
- Little Ted's Nursery (Plymouth)
- Peter Connolly – second Serious Case Review

3.2.7 In NHS Halton & St Helens (PCT):

- A Safeguarding (Adults & Children) Review was carried out and an Action Plan compiled in response
- Strategic Health Authority North West's Safeguarding Policy was brought to the HSAB for comment
- A Sub-group of the Clinical Governance Committee is being set up, focusing on Safeguarding Adults and Children

3.2.8 St Helens & Knowsley Teaching Hospitals NHS Trust:

- Are currently focusing on Basic Awareness training daily with small groups of staff
- Have provided information packs every ward

3.2.9 In the 5 Boroughs Partnership NHS Trust:

- Serious Untoward Incidents are quality checked and reported through to the Risk Department and to the Policy and Performance Sub Group meeting.
- Safeguarding Adult Champions have been identified in each operational team. To raise the profile of this role and begin developing networks, a half day event was held within each borough, in conjunction with the Safeguarding Children Team at Hollins Park.

3.2.10 A focus group has been set up, involving managers and Safeguarding Adults leads from Halton and Knowsley Local Authorities, HNS Halton & St Helens (PCT), St Helens and Knowsley Hospital Trust and Warrington & Halton Hospitals NHS Trust, to consider a range of issues relating to safeguarding pathways for patients' journeys through hospital and on discharge from hospital.

3.2.11 A consultation is being undertaken, to look at Whistle-blowing in the NHS and what steps are needed to make it easier for staff to report concerns that they might have about safety or wrong doing and to emphasise their duty to do so.

Three key changes were proposed:

- highlighting existing legal rights of all staff to raise concerns about safety, malpractice or other wrongdoing without fear of dismissal or other ramifications

- introducing an NHS pledge that employers will support all staff in raising such concerns, responding to and where necessary investigating concerns raised
- creating an expectation that NHS staff will raise concerns about safety, malpractice or wrongdoing at work which may affect patients, the public, other staff or the organisation itself as early as possible.

To take part in this consultation, members can go to www.dh.gov.uk and click on the Consultations tab, or access it via www.haltonlink.org.uk/consultations. The consultation closes on 11th January 2011.

- 3.2.12 A Code of Practice is being devised for people working in all transport services with both vulnerable adults and children, with cross-directorate representation on the task group.

HBC Transport Services deliver in-house training to staff and volunteers. The Safeguarding Adults element has been comprehensively reviewed, along with the Safeguarding Children element.

- 3.2.13 A Dignity Matters Halton event took place in September. A resulting action plan has been drawn up and will be monitored by the Dignity Network.

A Dignity Issues log has been compiled and is ongoing, forming the basis for trend analysis and actions.

4.0 **POLICY, LEGAL AND FINANCIAL IMPLICATIONS**

- 4.1 A key issue is sustainability of the Training and Development activity once current funding is no longer available. If the key issues are not addressed the level of knowledge and skills that staff and volunteers require to undertake their duties, may not be achieved and therefore impact negatively on vulnerable adults.

- 4.2 There are no policy, legal or financial implications in noting and commenting on this report.

- 4.3 All agencies retain their separate statutory responsibilities in respect of safeguarding adults, whilst Halton Borough Council's Adult and Community Directorate has responsibility for coordination of the arrangements, in accordance with 'No Secrets' (DH 2000) national policy guidance and Local Authority Circular (2000) 7/Health Service Circular 2000/007.

5.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

- 5.1 **Children & Young People in Halton**

Safeguarding Adults Board membership includes:

- The Chair of the Local Safeguarding Children Board and
- Divisional Manager for the Children's Safeguarding Unit in the Children and Young People's Directorate.

Halton Safeguarding Children Board membership includes adult social care representatives.

Joint protocols exist between Council services for adults and children.

The HSAB chair, sub-group chairs and lead officers for related services meet regularly and will ensure a strong interface between, for example, Safeguarding Adults, Safeguarding Children, Domestic Abuse, Hate Crime, Community Safety, Personalisation, Mental Capacity & Deprivation of Liberty Safeguards.

5.2 **Employment, Learning & Skills in Halton**

None identified.

5.3 **A Healthy Halton**

The safeguarding of adults whose circumstances make them vulnerable to abuse is fundamental to their health and well-being. People are likely to be more vulnerable when they experience ill-health.

5.4 **A Safer Halton**

The effectiveness of Safeguarding Adults arrangements is fundamental to making Halton a safe place of residence for vulnerable adults.

5.5 **Halton's Urban Renewal**

None identified.

6.0 **RISK ANALYSIS**

6.1 Failure to address a range of Safeguarding Adults issues could expose individuals to abuse and leave the Council vulnerable to complaint, criticism and potential litigation.

7.0 **EQUALITY AND DIVERSITY ISSUES**

7.1 It is essential that the Council addresses equality issues, in particular those regarding age, disability, gender, sexuality, race, culture and religious belief, when considering its safeguarding policies and plans.