

“The Board exists to protect adults at risk from abuse, significant harm or neglect. We will achieve this through strategic leadership and collective accountability.”



www.dorsetforyou.com/safeguardingadults

Annual Report 2018/19

Contents

Introduction from the Independent Chair	p3
What does Adult Safeguarding mean?	p6
The Six Safeguarding Principles.....	p7
Making Safeguarding Personal.....	p8
Safeguarding performance and activity in 2018/19	p9
What is the purpose of the Dorset Safeguarding Adults Board?.....	p10
Who are the members of the Board?.....	p11
What are the Boards strategic aims?.....	p12
Our achievements in 2018/19 - what we said we would do & what we did.....	p13
Case Study.....	p16
The Boards areas of focus 2019-20	p17
How is the work of the Board funded?.....	p18
Board meeting attendance in 2018/19	p19
See It, Hear It, Report It.....	p20
Appendix 1 – Board Members Reports.....	p21
Appendix 2 – Safeguarding Awareness Raising.....	p36



“Safeguarding is Everybody’s Business”

Photo: Barrie Crook, Independent Chair – Dorset Safeguarding Adults Board

In 2018-19 the Safeguarding Adults Board, working together with the Bournemouth and Poole Board, has

- Strengthened the joint work between safeguarding and community safety partnerships.
- Focussed upon areas for improvement identified in reviews and audits.
- Engaged more widely with providers, service users, carers and the public.
- As well as maintaining important ‘business as usual’ activities.

There has been a refresh of the multi-agency procedures, now including a protocol for large scale enquiries and information sharing guidance in the light of GDPR. A specific section in the procedures now sets out the approach to be taken between Safeguarding Adult services and MARAC when an individual in need of care and support is subject to domestic abuse.

There has been greater outreach to the community via information stalls at the Emergency Services day and other local events.

Organisations have responded to an independent examination of decision-making in respect of section 42 enquiries and increased their own auditing of cases to oversee improvements in practice. As a result of changes introduced 25% of concerns proceeded to a full enquiry – a figure more consistent with Dorset’s comparator authorities. This position may be further assisted in the coming year by national development work on this issue.

Internal audits also focus upon Making Safeguarding Personal i.e. how far individuals are asked about the safeguarding outcomes they would wish to see and to what degree these have been realised.

The recorded figures are still at a relatively low level and would therefore benefit from further analysis. However more detailed case studies show that staff are attentive to the need to involve individuals in choices about their care and to assess capacity clearly.

I am pleased to note the continuing impact on levels of risk where enquiries are undertaken. In 94% of cases risk was removed or reduced.

Concern about the low use of advocacy in safeguarding enquiries has been monitored by the quality assurance sub-group via meetings with both the provider and commissioners.

A new 3-year training strategy has been agreed. A training framework has been developed for adoption by statutory agencies which addresses the lessons learned from reviews in terms of risk assessment, risk management and information sharing. Business Managers and training leads of the SABs, Safeguarding Children Boards (LSCB) and the Community Safety Partnerships (CSP) meet regularly to develop a combined approach to embedding shared lessons from reviews.

A number of training sessions have been run across the county on contracture management, following the findings of a Safeguarding Adult Review (SAR) in Dorset in 2017.

Dorset has contributed to an action plan following a Bournemouth and Poole SAR into the murder of a young man with learning disability. Prior to a resumed inquest into his death an independent audit was commissioned to establish current practice in respect of adults with learning disability who are subject to domestic abuse. More detailed work on involving specialist domestic abuse services in such cases is incorporated into the 2019-20 business plan. It is planned to share the learning from this case with the Dorset Learning Disability Partnership Board later this year.

The Boards engaged as usual to consult providers about their new business plan and emerging safeguarding concerns. This was also an opportunity to advise them about the safe use of emollients following the death by fire of a vulnerable resident.

The Boards have also widened the scope of deaths and serious incidents where they consider if a SAR should be commissioned. In the past year, two deaths of rough sleepers have been evaluated and referrals have been received from the Learning Disabilities Mortality Review programme.

Members of the Boards have been briefed on the progress of preparations for Local Government Reorganisation and continued to make line of sight visits to one another's offices and hospitals. The initial transition to the new authorities has been planned thoroughly with good liaison between Dorset, Bournemouth and Poole concerning the transfer of adult social care cases from Christchurch.

It is perhaps inevitable that such major change and continuing resource pressures on member organisations have adversely affected attendance at some sub-group meetings. I am nonetheless grateful for the continuing commitment of members to the activities of the Board.

For 2019-2020 the Boards have determined to focus development work on three overarching priorities

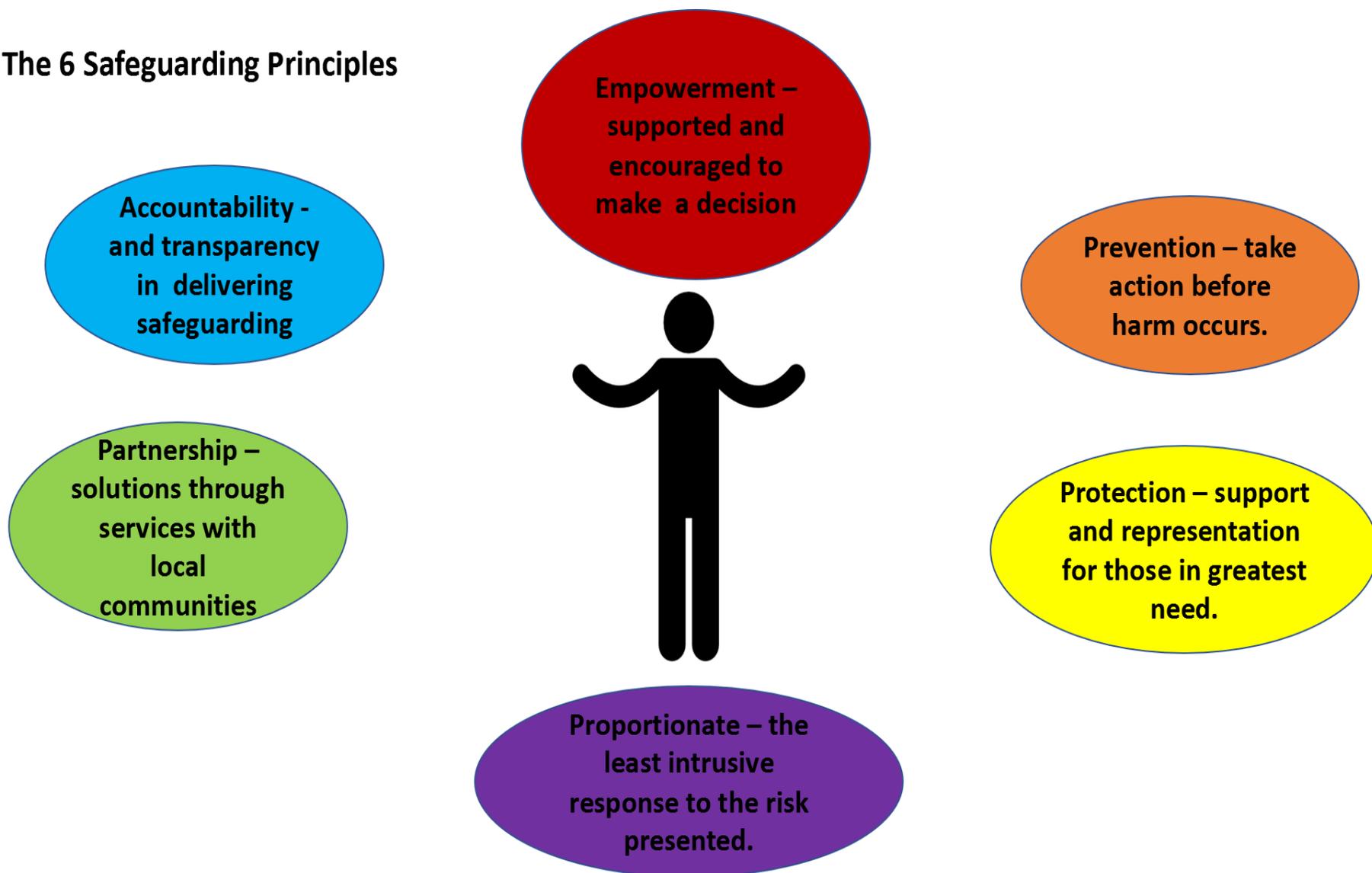
- Further alignment of safeguarding and domestic abuse interventions
- Contributing to effectively tackling exploitation, including county lines and
- More targeted approaches to preventing neglect and self-neglect

Once again, I express my gratitude to the Board's Business Manager and Administrator and Chairs of sub groups whose diligence and enthusiasm underpin all that the Board has achieved this year.

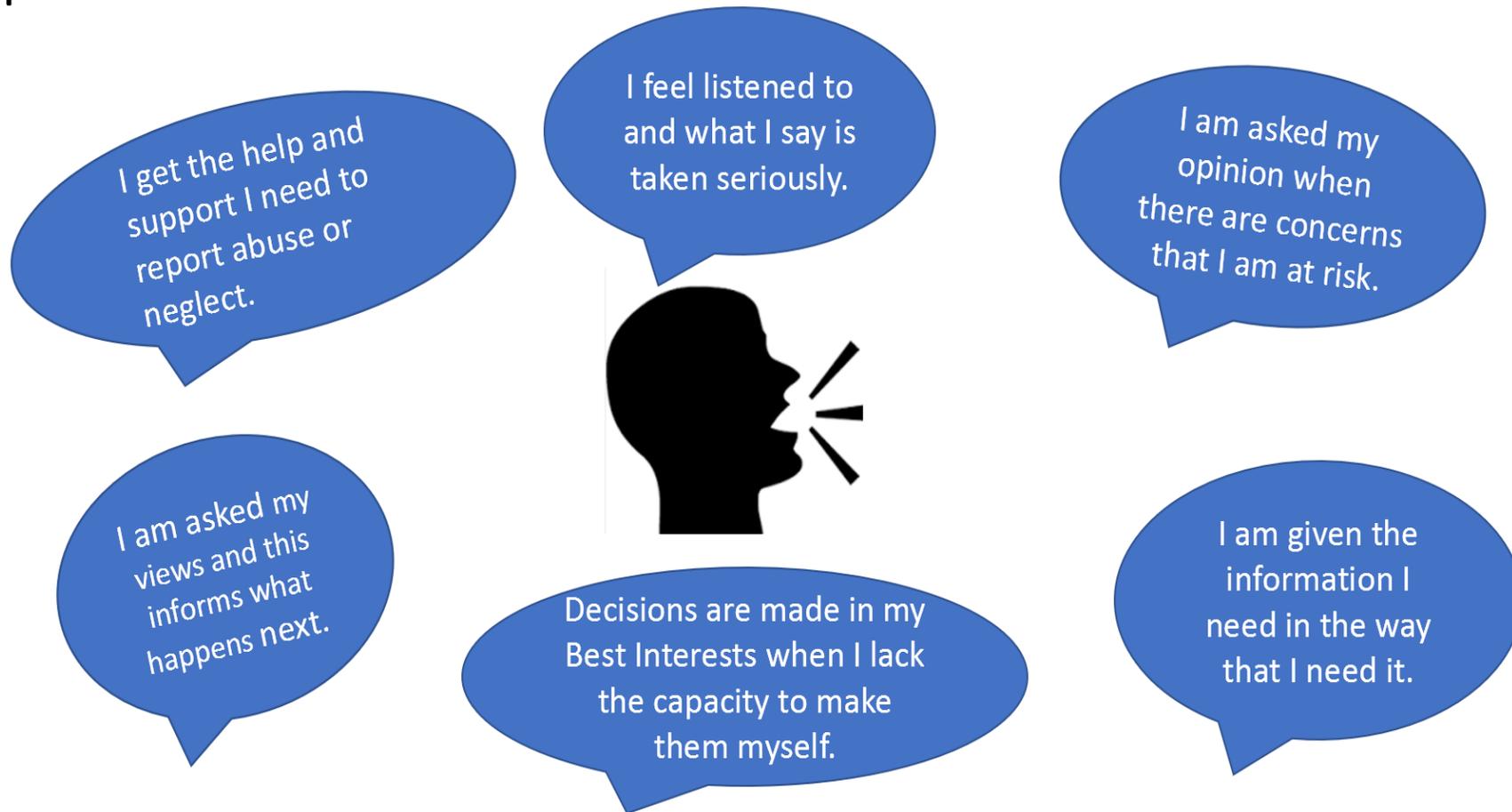
Barrie Crook

August 2019

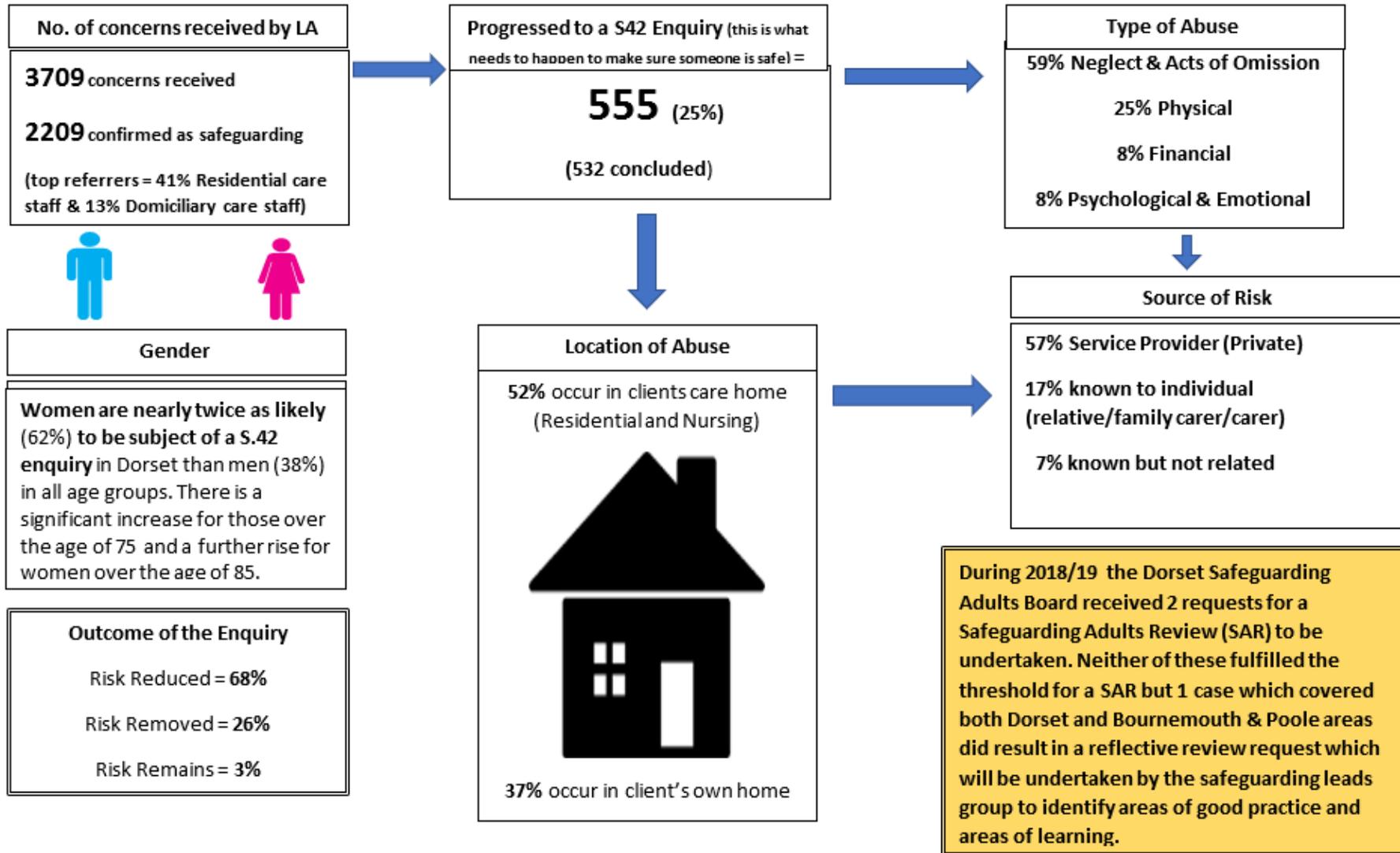
The 6 Safeguarding Principles



Making Safeguarding Personal (MSP) informs the way in which professionals and other staff work with adults.



Safeguarding Activity & Performance Information 2018/19



What is the Dorset Safeguarding Adults Board?

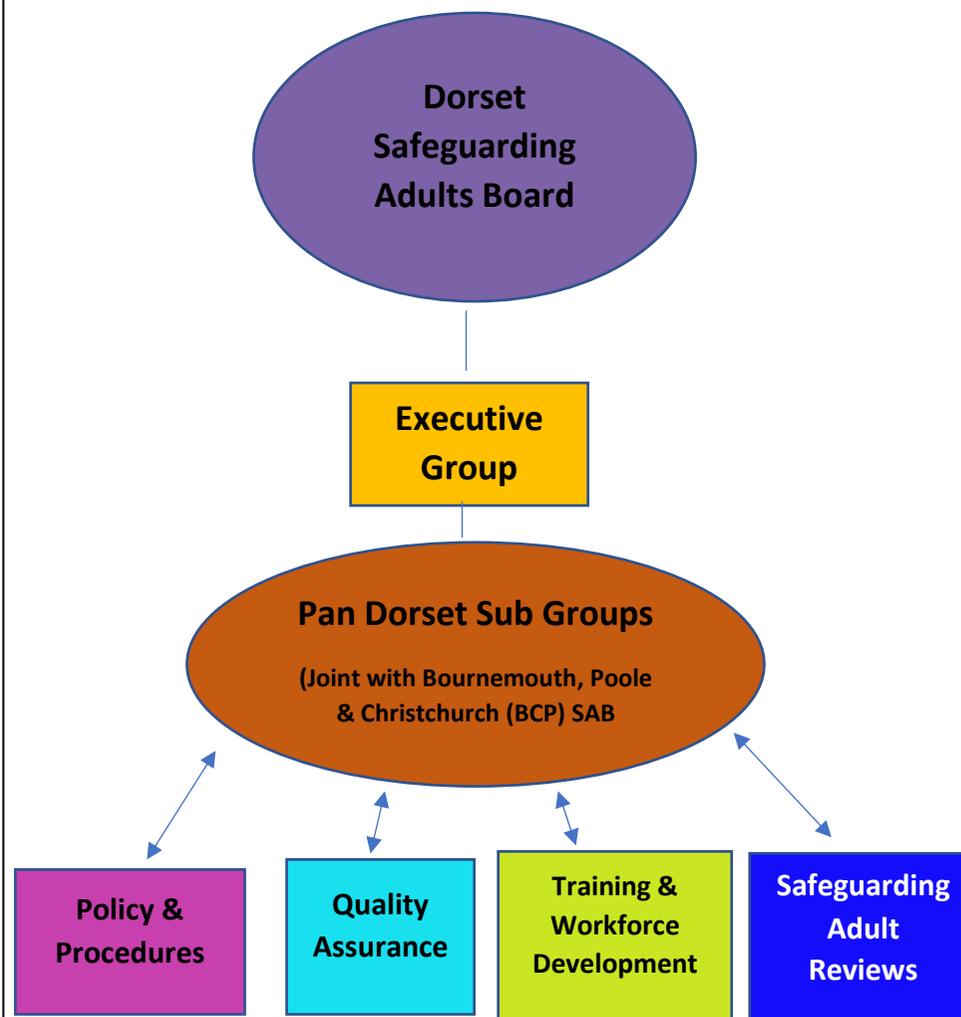
The Care Act (2014) S43 says that every local authority **must** have a Safeguarding Adults Board. The Board must assure itself that everyone is working together to help keep adults safe in its area. The Dorset Safeguarding Adults Board was set up in 2009.

It meets every 3 months to look at the number of concerns received and consider ways that it can help to improve safeguarding practice and keep adults with care and support needs protected from experiencing abuse and neglect.

The Board has 4 shared sub groups as shown in the diagram. These groups focus on completing the work the Board has agreed should be undertaken throughout the year. Each of the sub groups is chaired by a different member of the Board.

The Care Act (2014) says that each Safeguarding Adults Board has 3 core duties

- 1) It must publish a strategic plan each year which sets out its main objectives and how these will be achieved.
- 2) The Board must publish an Annual Report which says what it has done during the year.
- 3) It must conduct Safeguarding Adult Reviews (SAR) when someone has died or has experienced significant harm and it appears that agencies have not worked effectively together.



Who are the members of the Board?

The Dorset Safeguarding Adults Board (DSAB) membership comprises of representatives from the following key partner agencies. Each representative is responsible for sharing information with DSAB and between DSAB and their organisation, ensuring that any necessary actions are progressed as required by the Board.

Dorset County Council	Dorset Clinical Commissioning Group
Dorset HealthCare University NHS Foundation Trust	Dorset County Hospital NHS Foundation Trust
Dorset Police	Dorset Councils Partnership
Dorset & Wiltshire Fire and Rescue Service	Purbeck Council
South Western Ambulance Service Foundation Trust	Christchurch & East Dorset Partnership
Dorset National Probation Service	Dorset, Devon & Cornwall Community Rehabilitation Company
Her Majesty's Prison Service	Dorset Age Partnership
Poole Hospital NHS Foundation Trust	Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust
Dorset Volunteers Centre	NHS England

The Board is chaired by an Independent Chair (Barrie Crook) who is appointed by the local authority in conjunction with its statutory partners the Dorset Clinical Commissioning Group and Dorset Police.



The Board's Business Manager is Karen Maher, she attends all meetings to provide professional advice and support to the Board. The Board is also supported by an administrator.

The Board has 4 strategic aims which underpin all of its work -

Effective Prevention –
Adults are safe from harm and avoidable death. Early Intervention reduces risks and promotes safe services whilst ensuring independence, choice and control.

Effective Safeguarding -
Concerns will be dealt with at an early stage. Intervention is proportionate. Risk is removed or reduced in accordance with the wishes of the individual.



Effective Learning –
People working with adults know their responsibilities and have access to guidance and training. Learning is shared to make improvements

Effective Governance –
There is a culture of mutual support and challenge. Partnerships are held to account. There is commitment to inclusivity and diversity to serve all communities.

Our achievements in 2018/19

In the Boards' Joint Business plan (shared with the Bournemouth & Poole SAB) for 2018/19 had a number of priority work areas. Progress has been tracked throughout the year to ensure agreed actions have been implemented.

What we said we would do.....	What we achieved.....
Publish updates to the safeguarding adult's procedures, taking on feedback from users and partner agencies.	Engagement workshops in November 2018 and February 2019
Review procedures twice per year and ensure that they are being used consistently.	Procedures updated and published in August 2018. https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/information-for-professionals/dorset-safeguarding-adults-board/dorset-safeguarding-adults-board-pdfs/multi-agency-safeguarding-adults-procedures.pdf
Update the Boards website	Website updated to enable increased accessibility. https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/information-for-professionals/dorset-safeguarding-adults-board.aspx This work will continue throughout 2019/20
Increase public awareness of Adult Safeguarding	Attended the Emergency Services Family Day at Kings Park, Bournemouth – July 2018

	<p>Attended Care Home Conference in September 2018</p> <p>Attended the Teenage to Adult Transition Event – Kingston Maurward, Dorchester – October 2018</p> <p>Safeguarding Adults pop up Information stand at Tesco’s – December 2018</p>
Increase provider awareness of safeguarding responsibilities.	Provider Event held at The Crown Hotel, Blandford – January 2019
Continue to promote a Whole family approach to practice	Practitioner Listening Event held in October 2018.
Ensure service users are receiving consistent advice and support through correct application, understanding and implementation of the Care Act (2014) and the Pan Dorset Multi Agency Policy and Procedures.	<p>Commissioned an independent audit of safeguarding practice and decision making across the 3 local authorities.</p> <p>Action plans developed by partners to implement recommendations and embed learning.</p>
Support partners in assuring that their training delivery structures are reviewed and that core messages about safeguarding are integral within all care delivery.	<p>Reviewed mandatory training requirements and disseminated this across all partners.</p> <p>Promoted the 6 safeguarding principles and Making Safeguarding Personal agenda to ensure improvements in practice were made.</p>
Ensure Advocacy is being consistently offered to service users and monitor uptake of the service.	Quarterly reports are received and reviewed by the Quality Assurance sub group.
Improve shared learning and working cross the partnerships.	Shared learning group established with the Childrens Safeguarding Adults Board and Community Safety Partnerships in August 2018 to develop a consistent methodology for disseminating identified learning from Safeguarding Adults Reviews (SAR), Safeguarding Childrens Reviews (SCR) and Domestic Homicide Reviews (DHR).
Development of a 7-minute learning tool.	Tool developed and shared – areas focused on include contractures, self-neglect and emollients.

<p>Increase awareness of Contractures, their prevention and management.</p>	<p>10 learning events delivered across Dorset throughout 2018-19 to improve practitioner and provider awareness.</p>
<p>Improve links with training and education to embed knowledge of Adult Safeguarding.</p>	<p>Link established with Bournemouth University Social Work department. DSAB Business Manager delivered 3 adult safeguarding sessions to undergraduate and masters students during 2018 - 2019.</p> <p>Designated Adult Safeguarding Manager for CCG developed links with Bournemouth University School of Nursing to promote awareness of adult abuse and the Mental Capacity Act.</p>
<p>To effectively capture service user experiences to improve safeguarding service delivery.</p>	<p>Attended the Making It Real Forum in October 2018 to raise awareness of adult safeguarding, listen to views and experiences. Information fed back to the DSAB to inform its work.</p> <p>Continued to attend the People First Dorset, Keeping Safe meetings and Learning Disability Partnerships Board meetings.</p> <p>*Engagement work will remain ongoing throughout 2019 – 2020 to ensure safeguarding experiences and feedback are listened to inform the Boards work.</p>
<p>Ensure transition plans are in place to manage and mitigate the impact of Local Government Reorganisation, health reorganisation and other structural changes upon the quality of care and adult safeguarding.</p>	<p>Risks recognised, and mitigating actions put in place by board members. Risk register updated at each Board meeting to reflect changes.</p>

Mrs A – example Case Study to demonstrate safeguarding process and principles.

Mrs A is a 80-year-old woman who experiences episodes of acute anxiety which lead to sudden falls. She requires medication to aid recovery. Mrs A has also previously had cancer, and this has resulted in the need for her to sit and sleep in a defined position to maintain her breathing and wellbeing. Mrs A's husband died recently, she takes great pride in 'his' garden which acts as a memorial to her husband. She likes to sit in the garden daily and think about him, this has greatly helped her in managing his loss. Mrs A has 3 children. One of her daughters has lived within Mrs A's home for a period due to a break up with her partner. The relationship had been violent and has resulted in the daughter becoming mentally unwell. The daughter is very demanding and controlling of her mother. Mrs A finds this intimidating, causing her increased stress and anxiety. She does not want her daughter living with her. Mrs A's increased stress levels have resulted in more falls and the need for her recovery medication to be used.

Mrs A's son moved his mother out of the home to stay with him as she said she felt scared. A safeguarding concern was raised by the police who had been called to the property by a worried neighbour. A Safeguarding Adult Practitioner visited Mrs A and supported her to express her feelings and wishes. Mrs A desperately missed her garden and wanted to return to her home and for her daughter to leave the property. The safeguarding practitioner recognised the importance of working with the whole family and the need to offer support to Mrs A's daughter who was displaying signs of being mentally unwell. Contact was made with the Community Mental Health Team who were already supporting Mrs A's daughter.

A safeguarding enquiry was initiated and Multi-Agency Risk Management Meeting (MARM) convened which Mrs A was invited to attend, with support, to express her views. Discussions highlighted the risks to both Mrs A and her daughter who was very unwell and enabled a whole family risk management plan to be developed, this included an assessment of the daughter's mental health.

Safeguarding Principles evidenced –

Empowerment – Mrs A was empowered to express her views and wishes. She felt listened to and supported to return to her own home.

Prevention: Working with a small support network of professionals enabled the abuse to stop and prevented any further incidents occurring.

Protection: As a result of the multi-agency approach, an effective risk management plan was agreed which supported both Mrs A and her daughter to remain safe. By providing specialist Mental Health support to the daughter she was supported to leave the property. No further incidents of Abuse have occurred since Mrs A returned home.

Proportionality: Mrs A was clear that her desired outcome was to return to her home and to take no action against her daughter who was unwell. The multi-agency response respected Mrs A's wishes and supported her to achieve her expressed outcome.

Partnership: Successful multi agency working enabled Mrs A to return home safely.

Accountability: All Professionals worked with Mrs A together to manage presenting risks. Agreed action plans were shared and evidenced use of Making Safeguarding Personal Principles throughout the whole safeguarding process, to meet Mrs A's desired outcomes.

The Boards areas of focus during 2019 – 2020

The Boards have identified 3 overarching issues which are deemed a priority for organisations to address during 2019 – 2020. All will involve engagement with other partnerships.

1) **Domestic Abuse:** Adults in need of care and support –

- are identified and protected from the risk of domestic abuse,
- can protect themselves from the risk of domestic abuse,
- receive a service that meets their needs and provides them with specialist support and advice,
- professionals know when to intervene to protect an adult with care and support needs who is subject to coercion and control.

2) **Exploitation:** Adults in need of care and support –

- subjected to exploitation are identified and supported at an early stage,
- are enabled, where appropriate, to move away from the crime,
- support services for victims of exploitation should be accessible and sensitive to individual needs.

3) **Neglect and Self Neglect:**

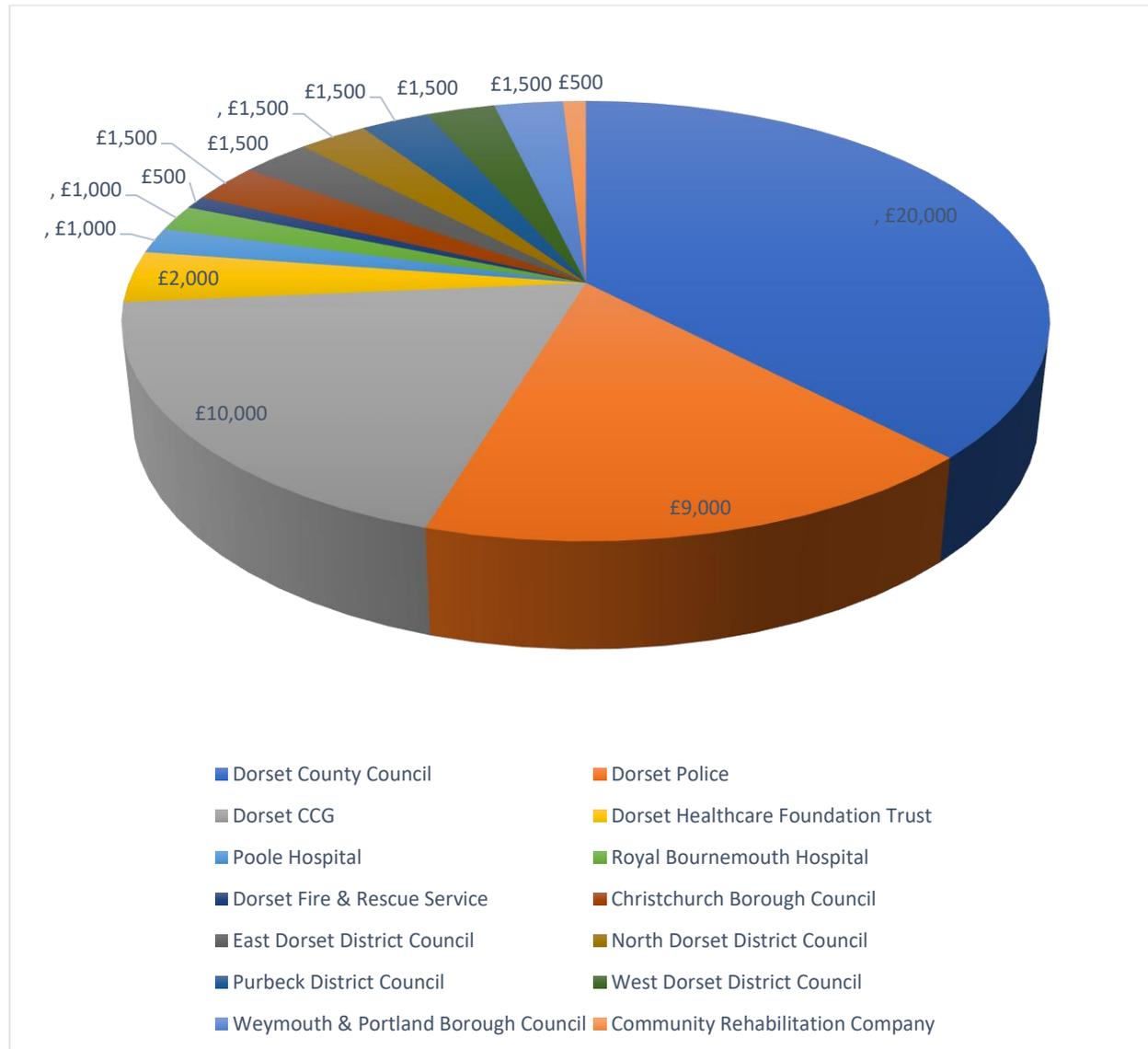
- targeted initiatives to prevent instances of adults with care and support needs experiencing neglect and self-neglect,
- resulting in a reduction in safeguarding concerns.



Key Partnerships

- ✓ Childrens Safeguarding Board
- ✓ Community Safety Partnership
- ✓ Health & Well Being Board
- ✓ Workforce Action Board
- ✓ Pan Dorset Domestic Abuse & Sexual Violence Strategy Group
- ✓ MARAC Steering Group
- ✓ Learning Disability Partnership Board

Board members contributions 2018- 2019



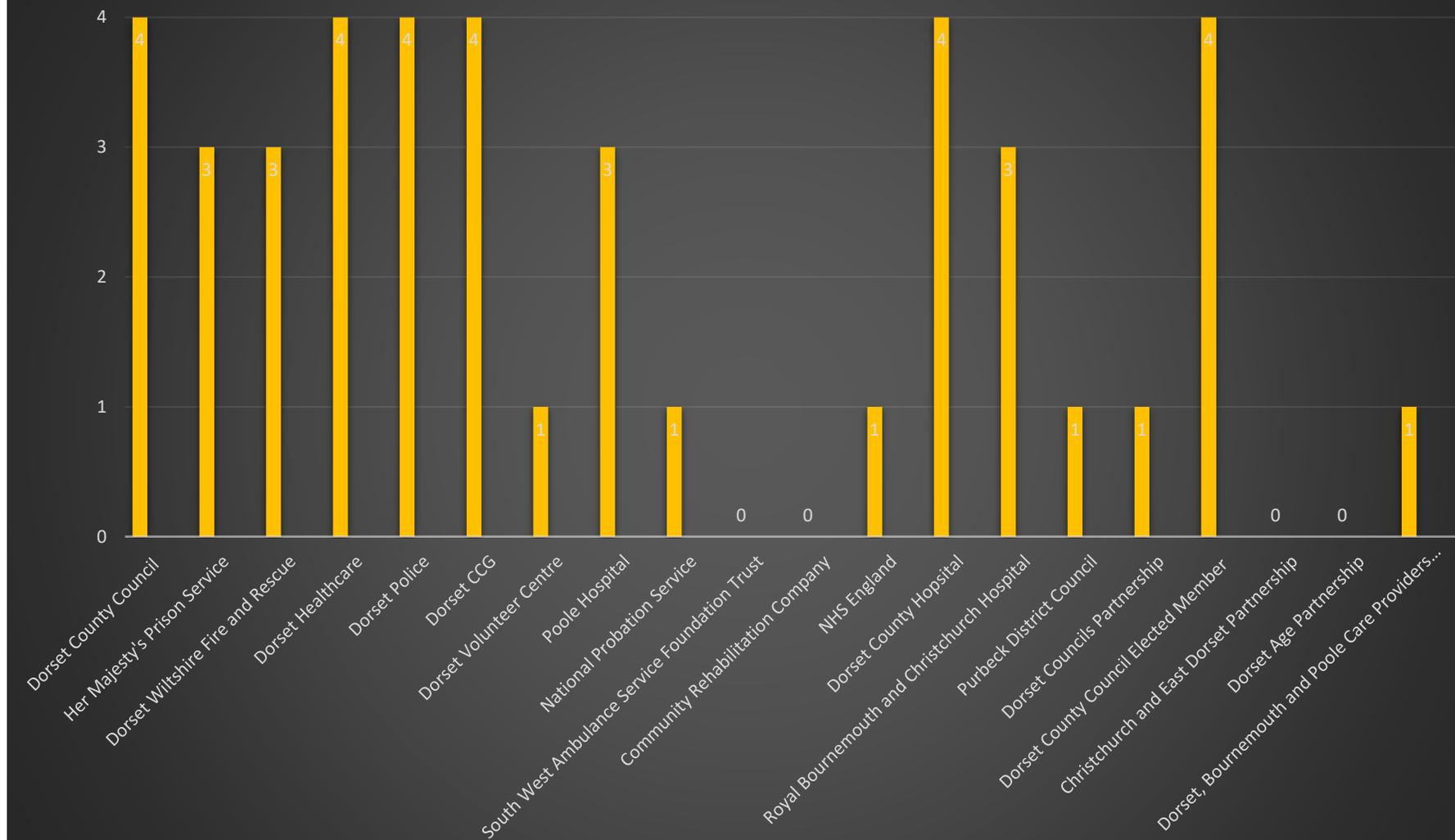
The Board receives financial contributions from its members. These contributions support 3 types of expenditure:

1. Funding of Board staff and the expenses involved in running the Board.
2. To support the priorities identified in the business plan.
3. Potential or actual costs of commissioning a Safeguarding Adults Review (SAR).

Total contributions to the Board's work in 2017/18 were £53,000

(A **Safeguarding Adults Review** is a process where all partner agencies work together to identify lessons that can be learned from very complex or serious **safeguarding adults'** cases, where an **adult** in has died or been seriously harmed and abuse or neglect has been suspected.)

DSAB Meetings 2018/19 - Member attendance





See It?



Hear It?



Report It?

Abuse is wrong

Tell someone

- Residents in the Dorset Council area call – **01305 221016**
- Christchurch and Bournemouth Residents call – **01202 454979**
- Poole Residents call the Adult Social Care help desk – **01202 633902**
- If outside of normal office hours, please call the Out of Hours Service on **01305 858250**

If you think someone is at **immediate risk** of harm contact the Police by calling **999**.

You can also tell a health or social care worker such as a Social Worker, Nurse, Doctor or Occupational Therapist

Appendix 1 – Partner Reports



- Safeguarding Improvement Forum established.
- Quarterly learning groups to develop knowledge and skills of practitioners.
- Supported design and delivery of 10 Contracture awareness training sessions across Dorset.
- Mental Capacity Act Conference took place in February 2019.
- Intensive preparation for Local Government Reorganisation.

Effective Prevention – Dorset continues to work within an integrated care system (Our Dorset) which brings together different organisations and systems to improve both the health and social care system and importantly the experience of individual who use services. Prevention at scale and integrated community services will support individuals with care and support needs to stay safely at home and in their communities. Dorset continues to attend Care Quality Monitoring Group to share intelligence and concerns about the quality of care provision and identify any measures necessary to improve services. Dorset maintain a strong partnership working arrangement with providers to ensure an open and transparent culture. The Safeguarding Team has a dedicated duty worker available each day to manage advice and information calls. This builds greater confidence amongst practitioners, providers, members of the public and ensures identified safeguarding concerns can be addressed and acted upon quickly. Improved data analysis assists in identifying consistent areas of concern and required actions to address these, for example high level of Safeguarding Enquiries in relation to Neglect & Acts of Omission.

Effective Safeguarding – The Specialist Safeguarding Team in Dorset offering a single point of contact for safeguarding concerns, has been relocated to County Hall in Dorchester. This enables greater alignment with the Adult Access Team, Service User Financial Affairs, Mental Capacity Act Team and Quality & Monitoring Teams. A rolling monthly audit programme checks decision making is consistent, robust and any learning is acted upon to improve responses and quality of the service. Making Safeguarding Personal has been an area of focus over the last 12 months. Significant Improvements have been made in this area with more individuals being asked to identify their outcomes. This work will continue in 2019/20.

Effective Learning – Safeguarding Training has been reviewed to ensure that practitioners are confident to identify and respond to abuse and neglect effectively. A series of safeguarding workshops were delivered to practitioners and managers across Dorset which included a legal update. Adult Safeguarding is scheduled as a key focus area in the quarterly learning group programme. A Safeguarding Improvement Forum has also been established bringing together key professionals to discuss/ address safeguarding issues and developments. The Mental Capacity Act Conference held in Dorchester during February 2019 was another success with over 400 delegates attending. Workshops included Safeguarding & Coercive Control and Supporting People with Communication Difficulties. Alex Ruck Keene delivered a key note speech on the Liberty Protection Safeguards. 10 Contracture Awareness sessions were also delivered across Dorset in response to findings from a Safeguarding Adults Review.

Effective Governance – Intensive preparations for Local Government Reorganisation took place throughout the year to ensure a smooth transition for those individuals receiving support who would be transferred to the new BCP Council. Dorset County Council ceased to exist on the 31st March 2019. The newly formed Dorset Council incorporates the former District and Borough Councils and remains committed to ensuring a safeguarding culture focused on personal outcomes for people with care and support needs.



- Developed an Adult at Risk Triage team in Weymouth.
- Redeployment of staff to Public Protection and safeguarding.
- Creation of Safeguarding Referral Officers.
- Make the Difference Team Established.
- Look Beyond the Obvious Training materials implemented.
- Modern Slavery & Human trafficking training available to staff.
- Safe and well checks conducted in response to County Lines in West Dorset.

Dorset Police continue to work closely with partners to safeguard adults across Dorset.

Police incidents are increasingly involving vulnerable adults with missing persons reports and concern for safety calls to police placing significant demand on policing. Dorset Police have presented at the Board to share the increasing demand that protecting vulnerable adults is having and seeking support from other agencies to work effectively to protect those most at risk of harm. Dorset Police have redeployed staff to Public Protection teams to manage these risks. Dorset Police are developing their approach to adult safeguarding with the focus on risk identification, assessment and management including signposting to community services and better quality referrals to other agencies, by way of a Public Protection Notices (PPNs), when necessary. This is work in progress.

Identifying and responding to vulnerability is a key priority for the Force and this starts from the initial call to the police, through Force tasking and coordinating processes and to the allocation and deployment of resources.

Dorset Police have uncovered 'hidden' forms of harm such as vulnerable people being trafficked or subjected to forced labour. The Force has created a county line neighbourhood policing approach to target organised crime groups and safeguard vulnerable people who may be at risk of exploitation.

Effective Prevention

Dorset Police have worked hard to understand the effectiveness of the Force response to vulnerable people with reviews of domestic abuse investigations, missing person incidents and modern slavery and human trafficking offences.

The Force has worked with national partners to develop and implement effective safeguarding practices, for example, the National County Lines Coordination Centre and the College of Policing.

Effective Safeguarding

Dorset Police have developed a more effective way of sharing reports following police contact with vulnerable people with partner agencies. A team of Safeguarding Referral Officers (SRO) now manage the referrals for vulnerable adults, domestic abuse and vulnerable children within the Safeguarding Referral Unit (SRU). Dorset Police make referrals to the Safeguarding Adults Review Subgroup and contribute to the assessment of

referrals submitted by partner organisations. Dorset Police have implemented the learning from Safeguarding Adult Reviews, for example the Domestic Abuse Investigation and Vulnerable and Intimidated Victims and Witnesses Policies and Procedures have been updated.

Dorset Police have developed their capability to effectively investigate Modern Slavery and Human Trafficking (MSHT) offences with new procedures being implemented and training for Detective Inspectors. Further training for frontline staff and the introduction of MSHT Investigative Champions is planned for 2019-20.

Effective Learning

The College of Policing 'Look beyond the obvious' vulnerability training was delivered to all front-line officers between September 2018 and April 2019. This one-day training sought to further improve the skills of the frontline to effectively support the complex needs of vulnerable individuals, to encourage professional curiosity and to ensure the Force is better equipped to deal with the shift in demand towards safeguarding and public protection. This training has had a positive impact on officers and the way they identify, assess and deal with vulnerability. Further training for frontline officers on Mental Health and Missing People is taking place during the autumn 2019.

Effective Governance

The Dorset Police and Crime Plan 2017 – 2021 sets out 4 priorities:

- Protecting People at Risk of Harm
- Supporting Victims, Witnesses and Reducing Reoffending
- Working with Our Communities
- Transforming for The Future

The Chief Constable with the Police and Crime Commissioner hold a monthly Force Performance Meeting which provides governance and drives the Force vulnerability agenda. The Police focus on Crime Data Integrity has continued over the last year ensuring effective crime recording in line with the national standards set by the Home Office and is now much improved. This ensures that victims are identified and afforded their rights within the Victim Code of Practice. Internal audit and review continue to be developed and conducted by the Force Make The Difference Team. Quarterly Adult PPN data is now shared with the Quality Assurance sub group which enables partners to better understand the types and volumes of PPNs. Multi Agency Risk Management (MARM) meetings are utilised by Dorset Police. They will participate in a future audit of the use of MARM in Adult Safeguarding.

Dorset Police Adult Safeguarding Team now has offices at Bournemouth and Weymouth police stations and they provide specialist safeguarding advice and support for the most vulnerable. Their work includes MARAC, Clare's Law disclosure requests, attendance at the specialist domestic abuse courts and initial triage of adult at risk referrals.



- Annual conference held in September 2018, over 100 delegates from across the region attended. The focus of the day was exploitation.
- A safeguarding General Practice audit tool has been developed. Dorset have taken a lead on this work.
- A South West South rapid improvement event in November brought health and care partners together to identify challenges and areas of improvement in discharge.
- The South West safeguarding networks have worked with Primary Care to support the awareness of domestic abuse/violence.

NHS England are focused on developing and maintaining strong safeguarding partnerships across health and social care to enhance the way we protect, support and improve the lives of those at risk in our local communities. We must always be thinking about the challenges that lie ahead.

NHS England and NHS Improvement remain committed to working with our multi-agency partners to ensure that the interests of those at risk inform our decision making and that health organisations not only meet their legislative obligations, they are also listening to the voices of communities as well as those caring for them both professionally and in a caring, voluntary capacity.

Other Key Achievements:

- Health Network developments across the South West. These networks brought Clinical Commissioning Group safeguarding leadership teams together to creating a community of practice and peer support. Key priorities for the network meetings were to review the challenges across their local areas, what priorities are evident to them and to support collaboration and successes in their safeguarding work, and opportunities for learning from each other's good practice.
- South West Prevent workshop in March 2019 was well attended by partners from North and South. Supported by guest speakers from the Home Office and Police, attendees had the opportunity to work through Prevent issues local to them and to hear the journey of restorative care and support provided by the Home Office. Further workshops are planned for 2019/20.
- South Region Named GP Safeguarding Forum - the initial forum was convened in March and brought contribution from partners across the South. A very well attended event with over 30 Named GPs present. Further plans include a South West/South East forum in 6 months and a further pan South event in March 2020. Feedback from the event was very positive.
- The South West safeguarding team have worked in partnership with the NHS England and NHS Improvement National Safeguarding Team and local safeguarding partners to support the delivery of the national safeguarding priorities across the South West, and to support the networking of professionals across England to ensure sharing of best practice and learning from risks and issues.
- A strong focus on learning from cases both nationally and locally has been an ongoing theme in the work of the safeguarding networks. Learning from both child and adult reviews, has supported development of health and care systems across the South West.
- NHS England South (South West) team worked closely with local representative committees in Primary Care to raise the profile of safeguarding and identify any local or regional learning needs for Primary Care providers.



Dorset

Clinical Commissioning Group

- Facilitated workshops regarding domestic abuse, coercion and control, stalking, adolescent to parental violence to all GP Domestic Abuse practice leads.
- Development of a web-based Quality Assurance tool for adult safeguarding.
- Delivery of Domestic abuse and Mental Capacity Act training for practice nurses.
- Development of pressure ulcer and safeguarding guidance to support identification and decision making.

Effective Prevention: The delivery of Domestic Abuse (DA) training to primary care, practice nurses and pharmacists has increased the awareness of the overall agenda of Domestic Abuse as well as the responsibilities of staff. The CCG has supported the Safeguarding Adults National Network and the national Mental Capacity Act huddle. NHSE National Head of Safeguarding visited Dorset in October 2018 to give an oversight of the safeguarding agenda from a health perspective. The Designated Adult Safeguarding Manager (DASM) is an active member of the pan Dorset domestic abuse group, Pan Dorset PREVENT group and the Pan Dorset Anti-Slavery partnership. The DASM is also a member of the three Community Safety Partnerships and has undertaken work with the business manager for multiagency risk assessment conference (MARAC) to review the requirements of health representation. The annual adult safeguarding training to the CCG Governing Body was delivered by the safeguarding team.

Effective Safeguarding: Domestic Homicide Reviews have been shared across all commissioners to consider how current services are delivered and to influence commissioning arrangements. Work has been undertaken between the police and primary care to consider the effective management of public protection notifications. Links have been developed with probation to review the communication with the current Multi Agency Public Protection arrangements. The DASM works with the CCG Patient Safety and Risk team to review Learning Disability Mortality Review Programme (LeDeR) reviews from a safeguarding perspective.

Effective Learning: - Regular adult safeguarding health leads supervision sessions have been held throughout the year, which embrace supervision and learning on a monthly basis this. Legal literacy training has been offered to all safeguarding health leads including adults and children. Designated Adult Safeguarding Manager supported the delivery of a presentation around safeguarding, coercive control and mental capacity at The Mental Capacity Act conference. The Intercollegiate adult safeguarding competencies have been adopted throughout the health system and plans are being developed to ensure these are embedded within the next three years.

Effective Governance: -

The CCG collates the activity data from all the NHS providers to give an overview of safeguarding activity within health to the safeguarding adults board quality assurance sub group.

- Development of the Think Family Group to ensure that safeguarding and promoting the welfare of children, young people and adults at risk is integral to clinical practice within all Adult and Children's Services within the Trust.
- Mental Capacity Act Pocket guide booklet for staff developed to improve implementation.
- Advice & support helpline for staff – 340 advice calls received.
- Actively support and participate in Multi Agency Risk Management process.

Effective Prevention: Dorset Health Care (DHC) supported national drivers such as Stalking Week and the 16 Days of Action project for Domestic Abuse. Information was made available to staff on the intranet that included national helpline details and a series of tweets. DHC's Safeguarding Adults Service has provided advice and support to staff providing care to people who were demonstrating self-neglect; where risk was managed using the Multi-Agency Risk Management (MARM) process; over 39 new cases were supported in the financial year. This is significantly lower than the previous year and perhaps indicates that DHC staff awareness of their responsibilities in relation to the MARM process. A Draft transition care plan for use with MCA cases that are going to the Court of Protection has been developed along with a Draft tracker tool for in-patients who are likely to be subject to a Court of Protection Order regarding discharge.

Effective Safeguarding: A new pocket guide and booklet for staff has been developed to improve implementation of the Mental Capacity Act. It offers support, suggestions and considerations to encourage implementation and promote best practice. The Safeguarding Adults Team continues to support staff with safeguarding queries and concerns. During 2018/ 2019 340 advice calls were taken from staff. DHC continues to support Large Scale Enquires. Support has ranged from sharing details of care provided to completing joint assessments of residents' care needs with the Local Authority. DHC staff also supported a task force approach led by Local Authorities to help minimise risks, collate information and support care/nursing homes that are under Large Scale Enquiry. A document has been drafted that is designed to set out the patient journey from the point of admission to discharge for patients who lack capacity to make decisions about their welfare and residency. The aim of the document is to support staff in following due process and avoid delayed discharges. A safeguarding module is being developed that will be used by both Adults and Children's Safeguarding Teams. All advice and actions required by staff can be recorded on this module, which will be implemented by autumn 2019.

Effective Learning: The Safeguarding Adults and Children's Teams together with the Serious Incident Team and Quality Assurance are exploring how learning from DHRs, SARs and SCRs can be effectively disseminated, and action plans monitored. How people learn along with best practice across other health trusts, will be researched and used to plan a strategy to deliver this around this in DHC. Members of the Safeguarding Adults Team supported a safeguarding stand at the annual MCA conference held by Dorset County Council. The team also regularly presents at the monthly Pressure Ulcer Workshops to increase awareness of safeguarding processes and Mental Capacity Act. Bespoke training on Mental Capacity is also being delivered to District Nursing Groups.

Effective Governance: The Safeguarding team continues to quality assure all Nominated Enquiry Reports to ensure all appropriate learning and interventions have been identified and action plans implemented from derived safeguarding enquires. The team also reviews all safeguarding adults' incidents to ensure these are raised with the Local Authority and/ or Police if required.

- CQC rated Adult Safeguarding at the hospital as OUTSTANDING.
- Commissioned produced and showcased 3 short films about the Mental Capacity Act (2005).
- Supported the Learning Disability Awareness Week – Treat Me Well.
- Supported the DSAB Provider Event in January 2019.

Effective Prevention: Dorset County Hospital continue to raise awareness of Safeguarding Adults through variety of means. A recent Care Quality Commission inspection rated the Adult safeguarding service at Dorchester County Hospital as Outstanding. The service engages with all service user groups and during 2018/19 has been particularly proactive in supporting individuals who have a learning disability. This focus has included supporting the Learning Disabilities Awareness week and linking with Mencap's 'Treat Me Well Campaign' as well as delivering 'breaking bad news for people with learning disabilities for LD Champions in May 2018. Support and guidance has also been provided to Emergency Department consultants about the Mental Capacity Act and deliberate self-harm.

Effective Safeguarding: DCH utilise a cause for concern form for staff that is directed via email to both DCC hospital social care Safeguarding lead at DCH & MCA advisor. This form has been updated to capture referral's for self-neglect and domestic abuse and highlights that if there is any potential risk to a child advice needs to be sought from the internal Children Safeguarding team or MASH, this promotes a whole family approach to safeguarding. Included is also location and ethnicity to try and capture any emerging trends in communities which is an emerging NHS England approach. All adult safeguarding concerns are reviewed at a weekly meeting, in attendance are DCC hospital social worker /DCHFT adults safeguarding lead and/ or MCA advisor / discharge lead/ dementia lead practitioner and on request Tissue Viability Nurse. An action plan is formulated, and this information is shared with the ward team that have submitted the concern. Themes and trends are recorded and fed back through the Quality Assurance Committee for the Board and Safeguarding Adults Committee. The trends for the past twelve months have shown an increase in staff submitting concerns for people under the age of 75, although these people often don't meet the Local Authority Safeguarding criteria.

Effective Learning: Dorset County Hospital recognises that people learn in a variety of ways and teams have many conflicting priorities preventing them attending 'traditional' training events. Therefore, the Safeguarding team have actively pursued a variety of approaches to education, these have included and updated intranet site, learning disability champion meetings offering clinical supervision, regular updates to all staff via internal communications update, notice boards highlighting different aspects of Safeguarding aligned with specific national event days, for example Sexual violence or National Autism week. Dorset County Hospital Safeguarding team have also successfully launched in collaboration with Dorset Clinical Commissioning Group three short videos - what is mental capacity? and 2 different scenarios where the principles are applied.

Effective Governance: Quarterly Safeguarding Adults Group meetings are chaired by the Trust Executive lead for Safeguarding which is attended by both Trust Staff and external agencies. The Trust governance framework incorporates a quality committee where exceptions are reported and issues for escalation agreed and reported to the Board. This is in accordance with the Trusts Board constitution.

- The trust has developed a Learning Disability Strategy to provide direction in the work undertaken in the trust.
- An electronic referral form has been developed to simplify the process for staff when raising concerns.
- Training is reviewed on an ongoing basis; this year additional time has been allocated to support the understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards.
- A Mental Health Steering Group has been formed to provide oversight and coordination of the work to support people with mental ill health whilst receiving care in a physical health setting.

Effective Prevention:

Recruitment of a skilled workforce, with ongoing development and education of our staff is central to prevention of safeguarding concerns both within the trust. We are actively developing new recruitment strategies to prevent shortfalls in workforce. Our safeguarding training is organised to ensure that it embraces the complexity and range of safeguarding concerns which arise in our community and beyond.

Effective Safeguarding:

Safeguarding continues to be central to the work to provide safe, caring, effective, responsive and well led care within the hospital and acts as an enduring thread in the delivery of our strategic objectives. The expanding understanding of the potential threats to the vulnerable alongside an increasingly frail and elderly population with chronic health concerns means that this work is growing year on year and becoming increasingly complex. We continue to value working collaboratively with partner agencies to achieve the best outcome for patients. Further work to facilitate safe and easy transfer of information, share ideas and experience and develop consistent approaches across organisations is welcomed through the working of the Board and its subgroups.

Effective Learning:

The learning from safeguarding concerns and enquires is shared through a variety of forums. Such learning from local and national events is also used throughout the trust update and induction training as individual case studies to provide context to discussions and connection with staff own roles. Further staff have joined the role of safeguarding champions to act as local links in clinical practice and help increase knowledge and confidence in wards and departments, these staff receive additional education through planned seminars with local experts.

Effective Governance: The Trust received it's CQC inspection report in January 2018 and was pleased to receive an overall rating of 'good', this included a rating of good for the 'well lead' domain. The Trust agreed and implemented an action plan with CQC and Dorset CCG to address those areas where further improvement was required. As part of this the Trust developed its a Learning Disability Strategy and Mental Health Plan.

- Electronic Cause for Concern form developed and in use.
- Work closely with social care partners by meeting weekly to screen referrals
- “Think Family” is now embedded within the Trust
- The Trust has a whistle blowing policy
- Completed Adult Safeguarding Training for staff is 97%
- Adult Safeguarding lead nurse attends both the Dorset and Bournemouth and Poole SAB Meetings.

Effective Prevention:

The online Cause for Concern form used within the service enables all staff within the service to raise concerns as safeguarding is everybody’s business. The Adult Safeguarding Team are visible within the hospital on a daily basis which enables staff to seek advice and support about any concerns they may have easily.

Effective Safeguarding:

The Adult Safeguarding Team work closely with Social Care partners on a daily basis and seek advice from each other. There is a Trust culture of safeguarding being everybody’s business. We also work in partnership with the Police, Ambulance and Fire and Rescue services to effectively safeguard the public.

An audit was undertaken in the use of the Cause for Concern sticker alerts which are attached to the patient’s documentation. Results indicate that compliance and understanding of safeguarding are better than anticipated. Staff have been reminded of the importance of using this alert as this is a prompt to other areas, should the patient be moved.

Effective Learning:

The Trust target for the completion of safeguarding training is 90%; however Adult Safeguarding Training is continually over 95%. This year 97% of staff completed the training. The trust actively participates as required in any Safeguarding Adults reviews undertaken by the Board. There has also been an increased number of LeDer (Learning Disability Mortality Review) which the trust has been actively involved in, working in partnership with other agencies. The trust has Recruited a Registered Learning Disability Nurse to provide specialist support tot this client group within the hospital.

Effective Governance:

The Trust partakes in all local and national safeguarding audits and initiatives, adjusting practice accordingly. Internally the Safeguarding Committee, which reports directly to Board, undergoes regular review and external audit.



Dorset Councils Partnership



The former District and Borough Councils delivered a range of actions during 2018/19 including;

- Delivery of enhanced safeguarding training for front-line and visiting staff.
- Ensured that all staff completed basic on-line safeguarding training.
- Revised policies and procedures to improve consistency and support to staff.
- Updated council intranets with topical safeguarding information.
- Ensured that taxi drivers undertook enhanced safeguarding training.
- Raised staff awareness about the prevalence and signs of modern slavery.

The District and Borough Councils were abolished on 1 April 2019 as part of local government re-organisation in the county. Considerable work took place during the year to ensure a smooth transition to the new Dorset Council including safeguarding provision.



- During 2018/19 the safeguarding service managed 325 advice calls from staff through the Trusts safeguarding helpline.
- During 2018/19 the Trust generated 19750 safeguarding referrals from approximately 1.5 million contacts with patients across emergency and urgent care services.
- Published a clutter image rating scale guide for staff.
- Provided a specialist safeguarding seminar for the Board

SWASFT has responsibility for the provision of ambulance services across an area of 10,000 square miles which is 20% of mainland England. During 2018/19 the Trust's safeguarding team was restructured to improve efficiency and accessibility. The primary change was the introduction of the Safeguarding Business Manager. The purpose of this new role is to provide a single point of contact for external partner agencies. The Trust is aligned to 28 Local Safeguarding Adults and Children Boards / Partnership within its geographical area of operations. The Safeguarding Service endeavours to maintain relationships with all these organisations.

Effective Prevention and Learning - The Trust's Training Strategy in 2018/19 required all non-clinical staff to achieve level 1 training in safeguarding children and adults and all staff who have contact with patients to achieve level 2 training in safeguarding children and adults. Level 1 was achieved through completion of a mandatory workbook and level 2 was achieved through 3 hours of face-to-face training, delivered in-house by Named Professionals or Learning and Development Officers. A small number of staff also trained to level 3 and level 4 to support their specialist roles. Key themes emerging from safeguarding activity and analysis are embedded in the training.

Effective Safeguarding -The Safeguarding Service has set up pathways to refer concerns to a wide range of partner agencies. Some referrals are sent to multiple agencies if appropriate. The Head of Safeguarding and Named Professionals have frequent discussions with partner agencies to ensure that pathway choices continue to be appropriate. The largest theme is concern about the care package in place for patients. This will often be older patients or those with a disability. Whilst many of these concerns will not reach a threshold for safeguarding with the Local Authority, the Trust recognises the value of raising concerns at an early stage. Self-neglect is the most significant safeguarding concern in adults which is coherent with intelligence being shared by partner agencies.

Effective Governance - During 2018/19 the Safeguarding Service strengthened the process used for managing allegations. The Service:

- set up a weekly confidential peer-review meeting for case discussion to improve the consistency of decision-making within the safeguarding team,
- established a process to assist managers and HR to make decisions about making DBS referrals,
- created a process for providing a specialist safeguarding statement to support disciplinary hearings,
- the Safeguarding Service carried out an audit of the quality of referrals.



- The service underwent a full inspection in August 2018. Rated as **Good** overall.
- Supports and contributes towards joint working approaches.
- All staff undertake safeguarding training.
- Seek to ensure victims and perpetrators are supported.

The Head of Service in Dorset seeks to ensure full engagement and integration across the various boards to support linked up thinking and deliver statutory responsibilities. In the context of the Boards strategic aims the National Probation service

Effective Prevention and Effective Safeguarding

Joint working approaches through Multi Agency Public Protection Arrangements, Multi-Agency Risk Assessment Conferences, Stalking Clinics and other professional's meetings in relation to individuals are well attended and /or supported by National Probation Staff (NPS) and seek to ensure victims and perpetrators are supported and managed to minimise safeguarding concerns. Suitable use of recall, licence variation conditions and breach of Community orders support prevention and safeguarding

Effective Learning:

All National Probation Service (NPS) staff attend either face to face safeguarding training and /or NPS e -learning on Domestic Abuse and Safeguarding.

Effective Governance:

The National Probation Service senior management contribute to a significant number of Boards across the Pan Dorset area, which seek to support adult safeguarding, this includes MAPPA, Domestic abuse and Sexual Violence Strategy group, Children's safeguarding and Community Safety and Criminal Justice strategy group. The Head of Service in Dorset seeks to ensure full engagement and integration across the various boards to support linked up thinking and deliver statutory responsibilities.



- Large number of elderly residents who have care and support needs.
- Working closely with Dorset Council to identify needs and provide to those eligible for care.
- 80 bed social care facility established within the service.
- Provision for 20 wheelchair reliant residents.

HMP the Verne has a responsibility to deliver a duty of care to all of our residents. In prisons, 'Safer Custody' and 'Risk of Harm' have, historically, tended to be the language used when discussing issues of safety and the term 'Safeguarding' has often been left open for interpretation. In our first year of operating, our aim has been to address these issues by clearly defining, communicating and implementing our policy in respect of safeguarding adults within our establishment: The key principles which inform the ways in which Prison and Probation Service staff and all other stakeholders work with our residents are as follows:

We endeavour to provide a safe and secure environment through the introduction of processes which promote the protection of people who are at significant risk of serious harm. A fundamental aspect of our duty of care is to offer our residents this protection when it is needed. Residents who are unable to protect themselves, as a result of personal care and support needs, are provided with this same level of protection that is equivalent to that which would be provided in the Community. This may be by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

To prevent abuse and neglect, we ensure that a resident's needs are comprehensively assessed and that those needs are met. This process begins on Reception and continues throughout their time in the establishment. Interviews and conversations with residents are central to identifying and meeting need.

At HMP the Verne, the Reception and First Night Centre processes are crucial in identifying an individual's needs. Our induction process ensures that all residents are assessed for potential harm to themselves, to others (and from others). Our Residential Services play a key role in ensuring that residents are supported, and their daily needs are met. Following progression from Reception/ Induction, residential staff and healthcare have a key role in spotting any signs of distress, anxiety, anger or other abnormal behaviour which might lead to residents harming themselves.

Under the Care Act (2014) local authorities in England who have a prison and or approved premises within their geographical area have responsibility for assessing and meeting the eligible social care and support needs of adult residents detained in prisons. We have a large percentage of elderly residents and residents with disabilities and these have been found to be most likely to need assistance.

The Verne is working closely with Dorset Council to identify who needs help and to provide care workers for residents who are eligible for care.

Although there is much work still to be done, we have already made major steps towards a social care system whereby our residents will receive an equal level of support to that which is provided to the other residents of the County of Dorset.



- A safeguarding prompt question has been added to Incident Response System.
- 8 members of staff have completed Domestic Abuse training delivered by the charity You First and will be Champions for DA within the service.
- Additional Deputy Safeguarding Leads (DSL's) have been put in place within the service.
- Service supported #TellUsWhatYouSee public intelligence gathering campaign around Modern Slavery and Human Trafficking.
- Delivered learning session on risk of emollients at DSAB Provider Event in January 2019.

Dorset and Wiltshire Fire and Rescue Service (DWFRS) continue to develop and embed safeguarding standards across the organisation supported by a rolling programme of training. DWFRS work in collaboration with local safeguarding boards, councils and other partners to ensure the Service is compliant with national safeguarding legislation.

Effective Prevention: The Fire Authorities policy and the Service's procedures adopts a 'whole system approach' to adult and children's safeguarding and they are reflective of our key principles. Safeguarding arrangements are delivered via a broad spectrum of activities including the support and promotion of both national and local safety campaigns, through specific intervention such as operational incidents, Safe and Well visits, multi-agency training and awareness. By working closely with other agencies, we can utilise information sharing to keep vulnerable persons safe and to keep others safe, including DWFRS staff. We are sharing more stations with The Police and working more with the South West Ambulance Service to gain entry. By raising low level concerns early, we hope to prevent situations reaching safeguarding. One of our 5 priorities are 'Making safer and healthier choices'. This is about educating people to the dangers around them and preventing risky behaviour. The service is also taking part in a pilot with the National Fire Chiefs Council with hospital discharge teams and the British Red Cross. We are 1 of only 3 brigades involved in this pilot.

Effective Safeguarding: We fully recognise our duty to protect vulnerable people and work with partners to ensure that we have processes in place to provide the right support to those people when they need it. Formal safeguarding arrangements are developed and delivered predominantly by the Safeguarding Lead who is responsible for supporting the organisation in its policy commitment to safeguarding and promoting the welfare of children and adults at risk. To ensure organisational resilience, we have a Single Point of Contact (SPOC), Safeguarding Lead and Deputy Safeguarding Leads. Cover is available 24 hours a day, 365 days a year by the Duty Area Manager who is contactable through Fire Control. The Safeguarding Lead represents the service on local sub groups and meetings where we are actively involved in safeguarding

Effective Learning: The Safeguarding Lead meets twice a year with Safeguarding Adults and Community Services Learning & Organisational Development Advisor. All training is discussed. A pre and post training survey is circulated so we can monitor if training has been embedded. Results were reviewed and showed safeguarding is very much embedded with a 99% positive outcome. DWFRS Learning is shared with Local Authorities. This led to 2 events to care professional on the risk of emollients.

Effective Governance: Area Managers give strategic management representation on all Local Safeguarding Boards.

Appendix 2

During 2018 -2019 the Dorset Safeguarding Adults Board has attended several events to increase public awareness of Adult safeguarding.

