

SAFEGUARDING ADULTS
ANNUAL REPORT 2017-18

 Scarborough and Ryedale Clinical Commissioning Group	 <i>Harrogate and Rural District</i> <i>Clinical Commissioning Group</i>
 Hambleton, Richmondshire and Whitby Clinical Commissioning Group	 <i>Vale of York</i> <i>Clinical Commissioning Group</i>

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Contents

Number	Heading	Page Number
1	Introduction	3
2	National Context	3 – 4
3	CCG Safeguarding Adults Team	5
4	Summary of Contributions and Achievements	6 -14
5	Primary Care	14 -15
6	Safeguarding Strategy 2018-2021	15

Safeguarding Adult Annual Report 2017-18

1 Introduction

- 1.1 The Safeguarding Adults Annual Report 2017-18 describes the work undertaken by the Safeguarding Adults team on behalf of the four Clinical Commissioning Groups (CCGs) in North Yorkshire and York.
- 1.2 This is the first stand-alone annual report for the safeguarding adult team as previously the service was provided under the contractual arrangements with the Partnership Commissioning Unit (PCU) and a summary of the work was provided in the PCU annual report
- 1.3 The report will describe the national context for safeguarding adults; the local arrangements in place and how the CCG discharges its duties in relation to them; key achievements in 2017/18 and key priorities and challenges for 2018/19.
- 1.4 The report also introduces the new Safeguarding Adult Strategy against which future reporting will be measured

2. National Context 2017-18

2.1 The Care Act

The Care Act 2014 (enacted 2015) placed adult safeguarding on a legal footing and identifies CCGs as key partners in safeguarding. Local Authorities safeguarding duties under the Care Act include:

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

The three statutory partners of the Safeguarding Adult Board are the Local Authority; the Police; and the NHS (CCG).

2.2 Prevent Duty

The Prevent statutory duty, introduced through the Counter-Terrorism and Security Act 2015, requires local authorities, schools, colleges, universities, health bodies, prisons and probation, and police to have '*due regard to the need to prevent people from being drawn into terrorism*'. The duty helps ensure that individuals who might be at risk of radicalisation are supported as they would be under other safeguarding processes.

2.3 NHS Outcomes Framework

The NHS Outcomes Framework 2017 identifies that sustainable quality improvements are achieved when the focus is on outcomes, rather than being process driven. The NHS Outcomes Framework sets out five overarching high-level outcome domains for quality improvements. In terms of safeguarding, all CCGs must gain assurance from their commissioned services in two areas:

Domain 4: Ensuring people have a positive experience of care.

Domain 5: Treating and caring for people in a safe environment and protecting them from avoidable harm.

2.4 NHS England Assurance Framework

NHS England's Safeguarding Accountability and Assurance Framework (2015) clearly outlines the safeguarding roles, duties and responsibilities of CCGs and organisations who commission NHS health and social care. The framework identifies how these roles are discharged; how statutory duties are fulfilled across the health system; how the health system works in partnership with the Local Authorities to discharge its statutory safeguarding duties; and how the performance of the wider NHS with respect to the duties and priorities defined elsewhere will be delivered and assured

2.5 Mental Capacity Act and Deprivation of Liberty Safeguards

The Mental Capacity Act 2005 provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

In some cases, people lack the capacity to consent to particular treatment or care that is recognised by others as being in their best interests, or which will protect them from harm. Where this care might involve depriving vulnerable people of their liberty in either a hospital or a care home, extra safeguards have been introduced, in law, to protect their rights and ensure that the care or treatment they receive is in their best interests. The deprivation of liberty safeguards were introduced to provide a legal framework around the deprivation of liberty.

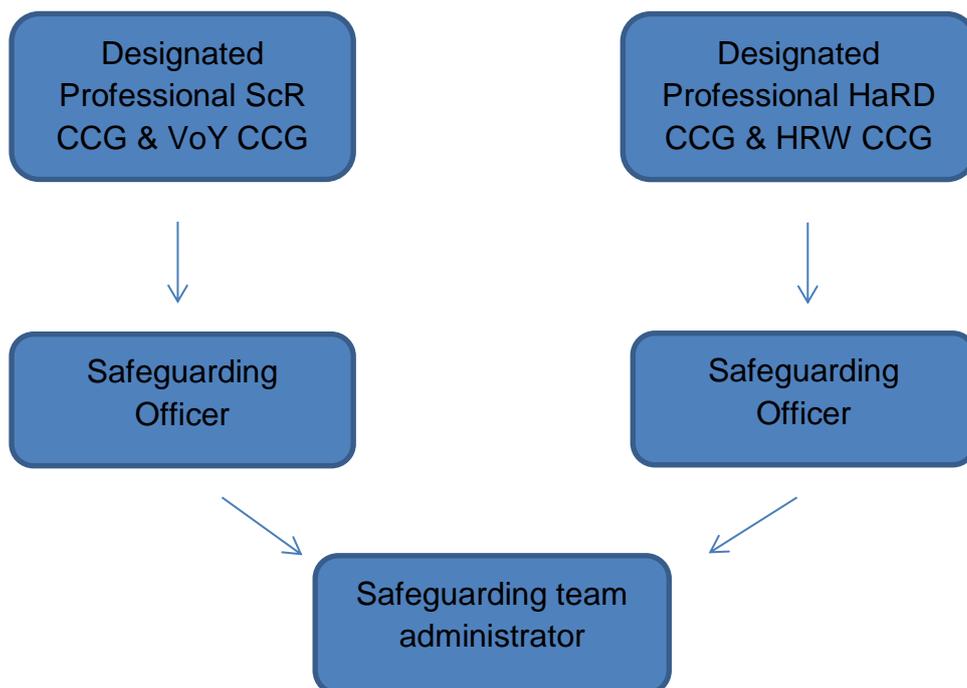
A review of this legislation is currently underway following a national consultation process completed by the Law Commission.

3. The Safeguarding Adult Team

3.1 New CCG arrangements

Since the dissolution of the Partnership Commissioning Unit in April 2017 NHS Scarborough and Ryedale CCG (ScR) became the host of the Safeguarding Adults function on behalf of the NHS Harrogate and Rural District CCG (HaRD); NHS Hambleton, Richmondshire and Whitby CCG (HRW); and NHS Vale of York CCG (VoY). This move secured the natural alignment with safeguarding children and safeguarding in primary care. Responding to changes brought about by the Care Act and following consultation with staff a new model for adult safeguarding has been put in place. The new model has enabled recruitment to a second Designated Professional post providing increased expertise across the CCG footprint in parity with the children's designated team.

Table below illustrates the new arrangements:



3.2 Current team, hours contracted and line management arrangements

Role	Whole Time equivalent	Line Managed by
Designated Professional	2 wte	Associate Director of Nursing, Quality and Performance Improvement ScR CCG
Nurse Consultant for Primary Care (adults and children)	1.0 wte	Executive Nurse ScR CCG
Named GP (1 per CCG)	X1 PA per CCG	Individual CCG Executive Nurse
Safeguarding Officers	2 wte	Designated Professional
Team Administrator	1 wte	Designated Professional

4.0 Summary of Contributions and Achievements in 2017/18 with key priorities for 2018/19

4.1 Governance & Assurance

4.1.1 The team is newly established with a second Designated Professional commencing in post within the year and a modified role across two CCGs for the safeguarding officers. The changes have increased the skills and experience of the team; enabling a strengthened strategic and operational contribution to the work of the two Safeguarding Adult Boards. *Key priorities in 2018/19 will be continuing the development of the team; establishing clear functions in line with CCG quality teams; and local authority and health partners.*

4.1.2 The Designated Professionals prepare and present a report on local and national safeguarding adult work at each of the four CCGs' Quality Committee for assurance and onward escalation to Governing Bodies where required.

4.1.3 The Designated Professionals have worked together with the Nurse Consultant for Primary Care and the Designated Nurses Safeguarding Children to share and streamline attendance at joint strategic meetings with shared agendas. This has made better use of time and resource and has avoided duplication of resource. This has been particularly effective in Prevent/Channel processes; Domestic Abuse; Modern Slavery; Serious and Organised Crime; Local Safeguarding Groups. *Key priorities in 2018/19 will be further joint working with Children's Safeguarding colleagues.*

4.1.4 The Designated Professionals have worked together with CCG colleagues to embed the adult safeguarding reporting against local quality requirements (LQRs) in

NHS provider contracts. The key secondary care, community and mental health providers have made noticeable progress on reporting standards.

4.1.5 The Designated Professionals have become members of sub-CMB quality monitoring meetings for relevant NHS contracts with negotiated agreements of safeguarding reporting in meeting agendas. *Key priorities in 2018/19 will be enhancing current arrangements and developing innovative assurance arrangements for new models of care e.g. Aligned Incentive Contract*

4.1.6 The Designated Professionals have joined the Strategic Governance Groups of two large secondary care providers providing an opportunity to share expertise and learning and support development of adult safeguarding practice in challenging care environments.

4.1.7 The Designated Professionals advise and support on the adult safeguarding requirements during the procurement process for new and revised contracts. Most notably in 2017/18 the team were involved in developing the specifications for the new community contract in Scarborough and Ryedale CCG.

4.1.8 The Designated Professionals are established members of the Serious Incident panel providing critical challenge to Serious Incident reports and linking NHS clinical incidents in with multi-agency safeguarding processes where appropriate. *Key priorities in 2018/19 will be embedding pathways for sharing learning across health providers and wider networks and enhancing links to ensure a consistent approach across the CCGs.*

4.1.9 The Designated Professionals have worked in conjunction with colleagues to support attendance at MAPPA (Multi-Agency Public Protection Arrangements) meetings. The process initially developed by the Designated Safeguarding Children Nurses has become better established providing agreed relevant and proportionate information-sharing to primary and secondary care practitioners to reduce the risk to children, vulnerable people and health-care staff.

4.1.10 The Safeguarding Adult Officers have made a considerable contribution to safeguarding enquiry work and have had involvement with over a hundred and twenty cases. The involvement ranges from sharing information; providing health advice; and undertaking joint investigations with the local authority safeguarding teams. *Key priorities for 2018/19 will be to develop the Safeguarding Officer role to maximise the best use of resource.*

4.1.11 Working in collaboration with partners in North Yorkshire County Council and City of York Council the safeguarding team have completed over forty assurance and support visits in 2017/18 to independent care providers across the North Yorkshire region. A key part of this role is identifying and responding to concerns which may give early indications of poor standards and the need for increased support to return to a safe level of care. *Key priorities for 2018/19 will be working in*

closer alignment with the CCG quality teams to further develop and streamline this function.

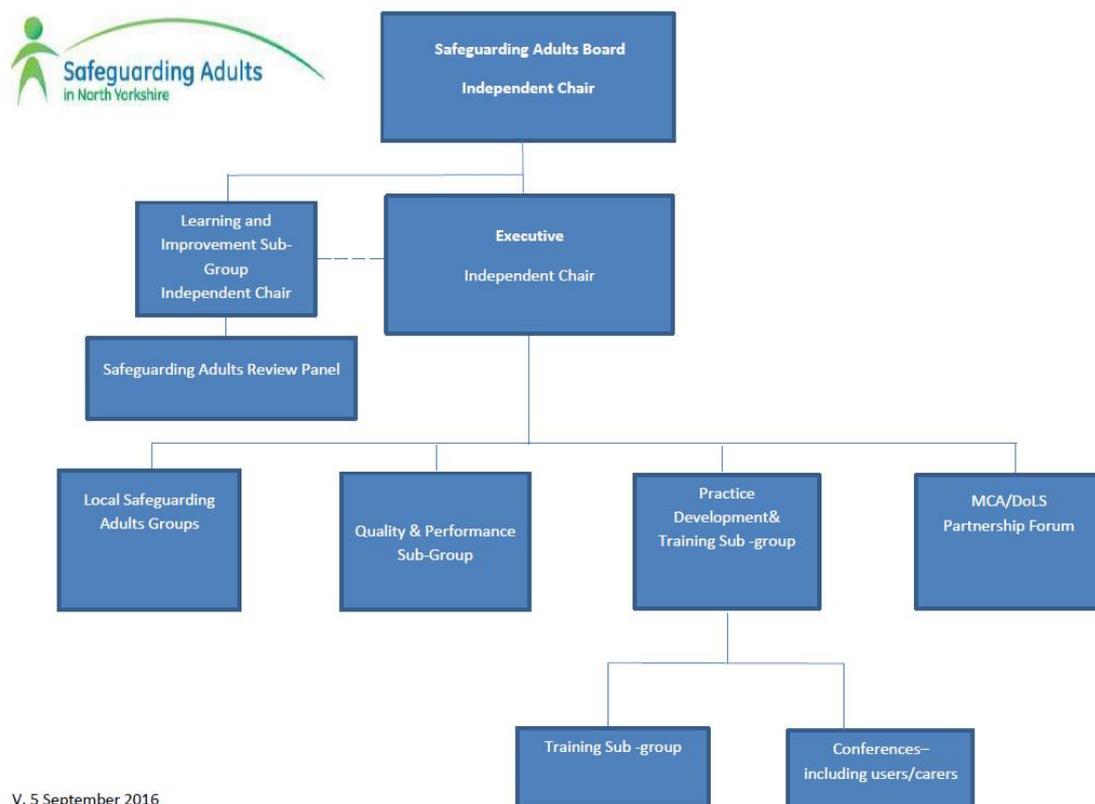
4.1.12 The Designated Professionals became ‘Local Area Contacts’ for the NHS England Learning Disability Mortality Review (LeDeR) programme in early 2018. Information is now received directly when a death of someone with a learning disability is referred for review. Links are made with any existing review processes and support for the programme is being progressed across provider services and GP practices. Independent health-care providers Spectrum have been completing cases which were early referrals into the programme. *Key priorities in 2018/19 will be developing local processes to review deaths and create an effective pathway for learning from deaths and improving services for people with a learning disability.*

4.2 Partnership Working

4.2.1 North Yorkshire Safeguarding Adults Board

This year has been one of great change for the North Yorkshire Safeguarding Adults Board (SAB), with the untimely death of the Independent Chair, Colin Morris, in January. Colin is much missed and gratitude has been expressed for his passion and commitment to the Board and its work.

The SAB Governance structure is illustrated below:



4.2.2 Attendance from CCG representatives at SAB is summarised below:

<u>Dates 2017/18</u>	<u>CCG Executive lead or deputy</u>	<u>Designated Professional</u>	<u>Nurse Consultant Primary Care</u>
<u>21st June</u>	✓	✓	✓ deputy
<u>20th September</u>	✓	✓	✓
<u>13th December</u>	✓	✓	✓
<u>21st March</u>	✓	✓	✓

4.2.3 The Designated Professionals and Nurse Consultant have actively contributed to the following NY SAB subgroups – each is held quarterly:

Executive Group – is responsible for overseeing the strategic management of safeguarding adults work in North Yorkshire by monitoring the work of the Sub Groups, and the Delivery Plan. This group is also responsible for ensuring processes carried out by the Board are done so effectively. Key recommendations are made by this Group for consideration by the Board.

Learning and Improvement - the main focus of the group this year has been commissioning and reviewing the findings of the Safeguarding Adults Review (SAR) - Mrs A. The group has considered how the recommendations in the report can be implemented across all Board partners, and has drafted an Action Plan which includes actions for all partners and will enable the Board to measure the improvements made.

In line with the recommendations and the learning from the Board's first SAR, the group will be working on a SAR Framework over the next year to ensure that SARs are well conducted and that Board partners are held accountable for the recommendations, learning and any subsequent changes that are identified during the course of the reviews. Learning from the SAR has been included in the 2018/19 'Hot Topics' training for GP practices.

Practice Development and Training - the group has focused on the revision of joint multi-agency safeguarding adult policy and procedures, with additional meetings taking place across the year to monitor and steer the implementation to ensure that all partners are ready for introduction in April 2019. The group has also started work on the development of a Pressure Ulcer Decision Support tool in line with the Department of Health's updated guidance on when to raise a safeguarding concern. The group has contributed to the updating of the safeguarding training for NYCC staff and care providers.

Quality and Performance – chaired by the CCG Designated Professional - the group has continued to analyse cases which require 'No Further Action' under

safeguarding to understand if all appropriate action was taken. It has continued to analyse and monitor all safeguarding data to identify trends and areas for improvement. The focus of the group over the coming year will be to improve data recording and collection to determine whether individuals' outcomes have been met (making safeguarding personal). Further, it will identify those people who are regularly the subject of safeguarding concerns and understand how their needs could be met in a better way to prevent future safeguarding concerns being raised.

Mental Capacity Act Partnership Forum – a key priority for this group is to raise awareness and understanding across the partnership of issues around the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS).

The group has undertaken a large piece of engagement work across North Yorkshire to ensure the MCA is embedded across the County, with practitioners having a clear understanding of the key principles and the two stage test for capacity.

The group shares updates in case law and practice examples to support practice development. Group members have followed the progress of the Law Commission's consultation and review of MCA & DoLS.

Local Safeguarding Adults Groups – the revised governance structure has ensured a clearer link from the SAB to local groups. At a local level across the County, the lead safeguarding representatives for each partner agency meet quarterly to ensure information is received from the Board on practice, delivery, and lessons learned. Active discussion takes place to resolve local issues and informs the Board of progress made locally to meet the strategic objectives.

LSAG meetings cover the four locality areas as follows: Craven and Harrogate; Hambleton and Richmondshire; Scarborough, Whitby Ryedale; and Selby.

The CCG Safeguarding Adults team have had challenges in attending these groups but have agreed upon a team-sharing of responsibilities to ensure improvement in future attendance.

4.2.4 NY SAB Key areas of Achievement in 2017/18:

- Commissioning an Independent Review of Safeguarding Practice that identified strengths and where SAB can make improvements, to feed into the work to prepare for the new multi-agency policy and procedures, and help shape priorities for the next three years.
- Commissioning and publishing the first Safeguarding Adults Review (SAR), looking at how we can learn across the partnership from its findings.
- Delivery with all the Safeguarding Boards and Community Safety Partnerships in North Yorkshire and York of events during Safeguarding Week on a theme of "Safeguarding is Everybody's Business". These included locally organised public-facing events and a countywide Conference with national speakers for

over 340 health and social care professionals who took part in workshops covering different aspects of safeguarding.

- A survey carried out by Healthwatch to explore levels of awareness of staff, managers and the public about safeguarding.

4.2.5 Key Areas of Development for 2018/19:

- A huge amount of work will be carried out during 2018/19 to prepare for implementation of new multi-agency safeguarding Policy and Procedures from April 2019. This will include developing guidance and training for staff across the partnership to support a more person-centred approach to safeguarding.
- Nationally, upcoming changes to the Mental Capacity Act and Deprivation of Liberty Safeguards will see major changes to current process and legal responsibilities and the Board will be working to ensure that all partners are ready for this change.
- The Board will continue to foster a culture of continuous learning and improvement across all partners, ensuring that it is open and transparent and able to demonstrate that it has listened and taken action.
- The Board will continue to build closer ties with the North Yorkshire Children's Safeguarding Board and Community Safety Partnerships over the next year, particularly looking at how staff working together in the same local area can work together as effectively as possible.
- The Board remains wholly committed to hearing from those it serves and being inclusive and accessible. Building on the Healthwatch survey, it will look at the outcome of the engagement around the Mental Capacity Act and what it tells us about the views of people and staff about the Mental Capacity Act.

4.2.5 Operational Data

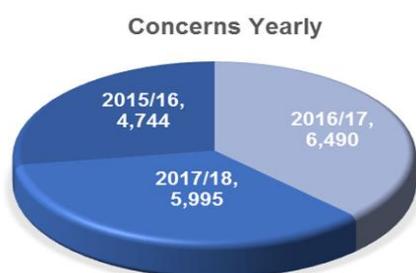


Table 1.

Table 1 illustrates the number of safeguarding adults concerns raised within the NYSAB area on a yearly basis over the past 3 years. The number of concerns for 2017/18 has reduced by 7.6% compared to the previous year. The reductions largely relate to improved reporting practice by the Police and Ambulance Service

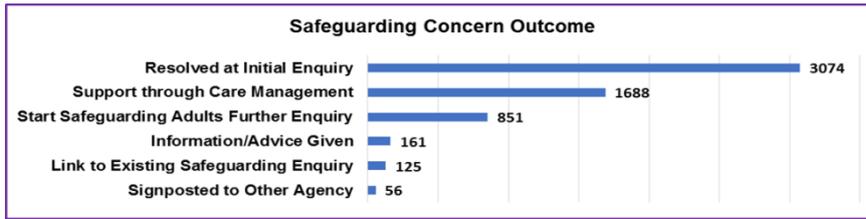


Table 2.

Table 2 illustrates the outcome of the 5,995 concerns raised within the NY SAB area for the period 2017-2018.

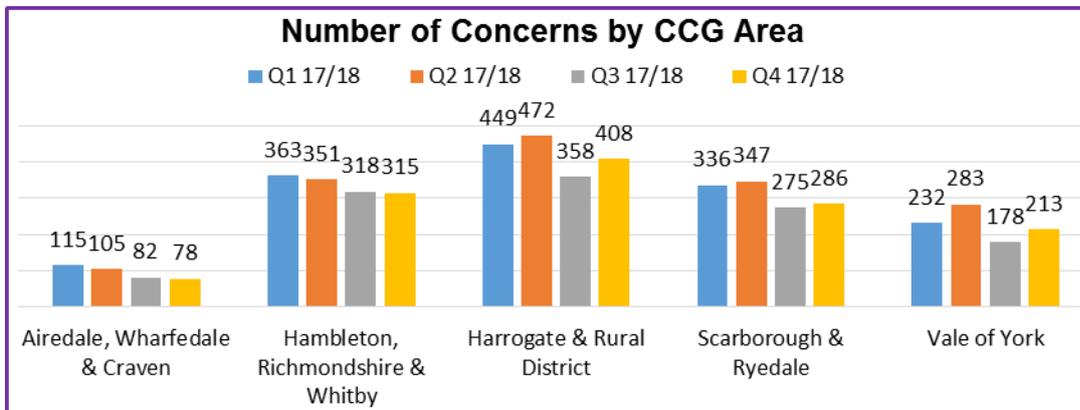


Table 3.

Table 3 illustrates the number of concerns raised by CCG area (please note that City of York SAB information is not included within this data).

Females continue to have more concerns raised than males, which is a similar pattern to last year, and reflects the national position. The largest number of concerns received remains in the 85-94 age range. This is closely followed by people in the age range of 75-84.

The full North Yorkshire Safeguarding Adults Board Annual Report is available at <http://www.nypartnerships.org.uk/sabannualreports>

4.3 City Of York Safeguarding Adults Board

The 2017/18 year has been a busy and eventful one for the City of York Safeguarding Adult Board (CoY SAB). The SAB has a strong focus on partnership working, with 12 different member organisations represented on the Board.

4.3.1 Attendance from CCG representatives at SAB is summarised below:

<u>Dates 2017/18</u>	<u>CCG Executive lead or deputy</u>	<u>Designated Professional</u>
<u>2nd June</u>	✓	✓
<u>1st September</u>	✓	✓
<u>1st December</u>	✓	✓
<u>2nd March</u>	✓ <u>deputy</u>	✓ <u>deputy</u>

NB. The Nurse Consultant for primary care attends the City of York SAB as agreed by invitation to provide an update of her work with primary care.

4.3.2 The Designated Professionals and Nurse Consultant have actively contributed to the following CoY SAB subgroups – each is held quarterly:

Quality and Performance – the group has begun development of a quality framework to reflect the contributions made to safeguarding by all partners. This has proved to be a challenging piece of work and work on the framework will continue in 2018/19. The group has also supported development of a case audit tool which has been tested by the City of York Safeguarding team and can also be used by multi-agency partners.

Training and Development – this group has focused on the revision of joint multi-agency safeguarding adult policy and procedures for launch in May 2018. Local Operational Guidance has also been updated to reflect the changes. The training offer for the council and wider workforce has seen 57 courses relating to adult safeguarding; and Mental Capacity Act & Deprivation of Liberty Safeguards delivered to almost 600 delegates.

Safeguarding Adult Review/Learning Lessons Review – chaired by the CCG Designated Professional this group reviews cases for consideration of a Safeguarding Adult Review (SAR) or alternative learning lessons process. There were no SARs recommended to the SAB Chair to be conducted in 2017/18. There are currently two cases which are in the early stages of the lessons learned process. The group received assurance of the completed action plan in relation to ‘Bernice’ the learning lessons review reported in 2017.

4.3.3 City of York SAB Key areas of Achievement in 2017/18:

- Delivery with all the Safeguarding Boards and Community Safety Partnerships in North Yorkshire and York of events during Safeguarding Week on a theme of “Safeguarding is Everybody’s Business”. These included locally organised public-facing events and a countywide Conference with national speakers for over 340

health and social care professionals who took part in workshops covering different aspects of safeguarding.

- Increased membership of SAB to include Trading Standards following the SAB development day in February 2018 titled 'A Different Dimension of York'. The day included Organised Crime, Action by Trading Standards against scamming, Harm Reduction measures and the implications in adulthood for childhood victims of sexual abuse.
- Adopted new Joint Multi-Agency Safeguarding Adult Policy and Procedures – two multi-agency workshops were held to launch the new procedures. The workshops were co-facilitated by safeguarding leads from the local authority; the police and the CCG.
- Year 2 of the 2016-2019 Strategic Plan showed good progress and achievement across all areas of the management plan actions. Only one item will be carried forward which is the creation of a forum for users involved in safeguarding.

4.3.4 Key Areas of Development for 2018/19:

- Establish a forum for safeguarding service users with the assistance of York Community Voluntary Services.
- Work with partners across the region to raise the profile of safeguarding in a designated Safeguarding Week in 2019.
- Continue to work with the West Yorkshire, North Yorkshire and York Safeguarding Consortium to implement and embed the revised multi-agency policies and procedures.
- Establish effective links between the three SAB subgroups
- Completion of the final year of the 2016-19 Strategic Plan with a planned development day in February 2019.

4.3.5 Operational Data

1,052 safeguarding concerns were raised with the Council during 2017/18, a decrease on 2016/17 when there were 1,215 concerns raised.

374 proceeded to a section 42 enquiry.

Making Safeguarding Personal = 63% of those who expressed an opinion had their desired outcomes fully achieved whilst 33% were partially achieved. The partial achievement reflects the often complex nature of safeguarding cases.

The full City of York Safeguarding Adult Board Annual Report is available at <https://www.safeguardingadultsyork.org.uk/the-board/annual-reports/>

5.0 Primary Care

5.1.1 The Nurse Consultant and Named GPs have developed a generic local Primary Care Safeguarding Adults Policy which reflects national, local and legal guidance for use within practices. Additionally guidance on the Management and Coding of Safeguarding information within Practices has been developed and continues to evolve along new initiatives and developments within safeguarding and Practice. Work has been undertaken to ensure there are robust information sharing pathways and links with MARAC and MAPPA processes. Work is ongoing in developing a process to risk assess and manage the non- attendance of vulnerable adults at health appointments. The Named GP for HaRD CCG has secured a role as the RCGP Clinical Champion for Safeguarding. A key aspect of this role is the development of the RCGP Adult Safeguarding Tool Kit with which the Nurse Consultant is also involved.

5.1.2. All North Yorkshire GP practices have completed the NHSE Safeguarding self-assessment audit in order that areas of risk can be identified and gaps addressed. Support in completing this assessment tool has been offered to all Practices via the safeguarding team. The completion of this self-assessment has enabled practices to audit their own practice systems and processes relating to safeguarding to determine whether practices are up to date with statutory requirements and standards for good practice. Where areas for development are identified within practices, support has been offered by the Nurse Consultant and Named GPs to ensure that risks are appropriately addressed and effective safeguarding arrangements are in place. The self-assessment audit process will be repeated in the April 2018 thereby ensuring that any identified areas for development have been actioned.

5.1.3. The development of 'Hot Topics' safeguarding level 3 training sessions as a dedicated educational programme which aims to enhance training capacity, accessibility and ensure quality of the provision has been a key success. These sessions offer bite size discussions of local and national case studies and safeguarding issues relevant to Primary Care practice, providing key links to further information and training. In 2017- 2018 - 468 staff received training on MAPPA; Self-Neglect; Homelessness; Herbert Protocol; and Managing Allegations of Persons in a Position of Trust. The team additionally offered Level 1 safeguarding awareness sessions to administration staff and including engagement at safeguarding leads meetings. The total number of primary care staff receiving safeguarding adult training in 2017-18 was 881.

6.0 Safeguarding Strategy 2018-2021

The new strategy for Safeguarding Adults is now in place. The implementation of the strategy will be measured through a joint Safeguarding Adult Team and Primary Care Safeguarding Team annual work-plan which will be updated on a quarterly basis and presented at the CCG Quality Committees.