

SAFEGUARDING ADULTS ANNUAL REPORT 2018-19

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 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 – 5
3	CCG Safeguarding Adults Team	5 - 6
4	Key Achievements against Strategic priorities in 2018/19	6 -11
5	Challenges and Opportunities for 2019/20	12

Safeguarding Adult Annual Report 2018-19

1.0 Introduction

- 1.1 We are pleased to present the second Safeguarding Adults Annual Report which provides a summary of the work undertaken by the Safeguarding Adults team in 2018-19 on behalf of the four Clinical Commissioning Groups (CCGs) in North Yorkshire and York.
- 1.2 The report describes the national context for safeguarding adults; the local arrangements in place and how the CCG discharges its duties in relation to them.
- 1.3 The report includes key achievements in 2018/19 against the Safeguarding Adult Strategy and the challenges and opportunities for 2019/20.

2.0 National Context 2018-19

2.1 The Care Act

2.1.1 The Care Act 2014 and supplementary Care and Support Statutory Guidance 2014 placed adult safeguarding on a legal footing and identifies the three statutory partners of the Safeguarding Adult Board as being the Local Authority; the Police; and the NHS (CCG).

2.1.2 The Care and Support Guidance was last updated in October 2018. Whilst Chapter 14 Safeguarding is the main reference point, an overview is also maintained of other relevant chapters. In 2018/19 of particular significance for the Safeguarding Adults team has been:

- ✓ Chapter 1-Promoting Well-Being – respecting individuals' choices and wishes in line with the principles of Making Safeguarding Personal.
- ✓ Chapter 5 – Managing Provider Failure and other service interruptions – the team have worked with the CCG Quality Leads; Local Authorities and the Care Quality Commission to support struggling providers to return to safe care delivery; or to manage the safe transfer of individuals with the highest level of health need where provider locations have been removed.

2.2 Prevent

2.2.1 In June 2018 following a review of the counter-terrorism strategy held after the attacks in Manchester and London a revised CONTEST - The United Kingdom's Strategy for Countering Terrorism was published.

In relation to the work of CCG Safeguarding Team in 2018/19 the following statements under the Prevent domain in the revised CONTEST are highlighted as being of particular local significance and therefore the focus of our activity:

To safeguard and support those vulnerable to radicalisation, to stop them from becoming terrorists or supporting terrorism, we will:

- ✓ Focus our activity and resources in those locations where the threat from terrorism and radicalisation is highest.
- ✓ Build stronger partnerships with communities, civil society groups, public sector institutions and industry to improve Prevent delivery.
- ✓ Re-enforce safeguarding at the heart of Prevent to ensure our communities and families are not exploited or groomed into following a path of violent extremism.

2.2.2 In September 2018 the Prevent Duty Toolkit for Local Authorities and Partner Agencies was published. This is intended as supplementary information to the Prevent Duty Guidance for England and Wales.

2.3 NHS Outcomes Framework 2018-19

The NHS Outcomes Framework 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. In 2018-19 NHS England have completed a revision of the framework. Publication of the revised framework is anticipated later in 2019.

2.5 Mental Capacity Act and Deprivation of Liberty Safeguards

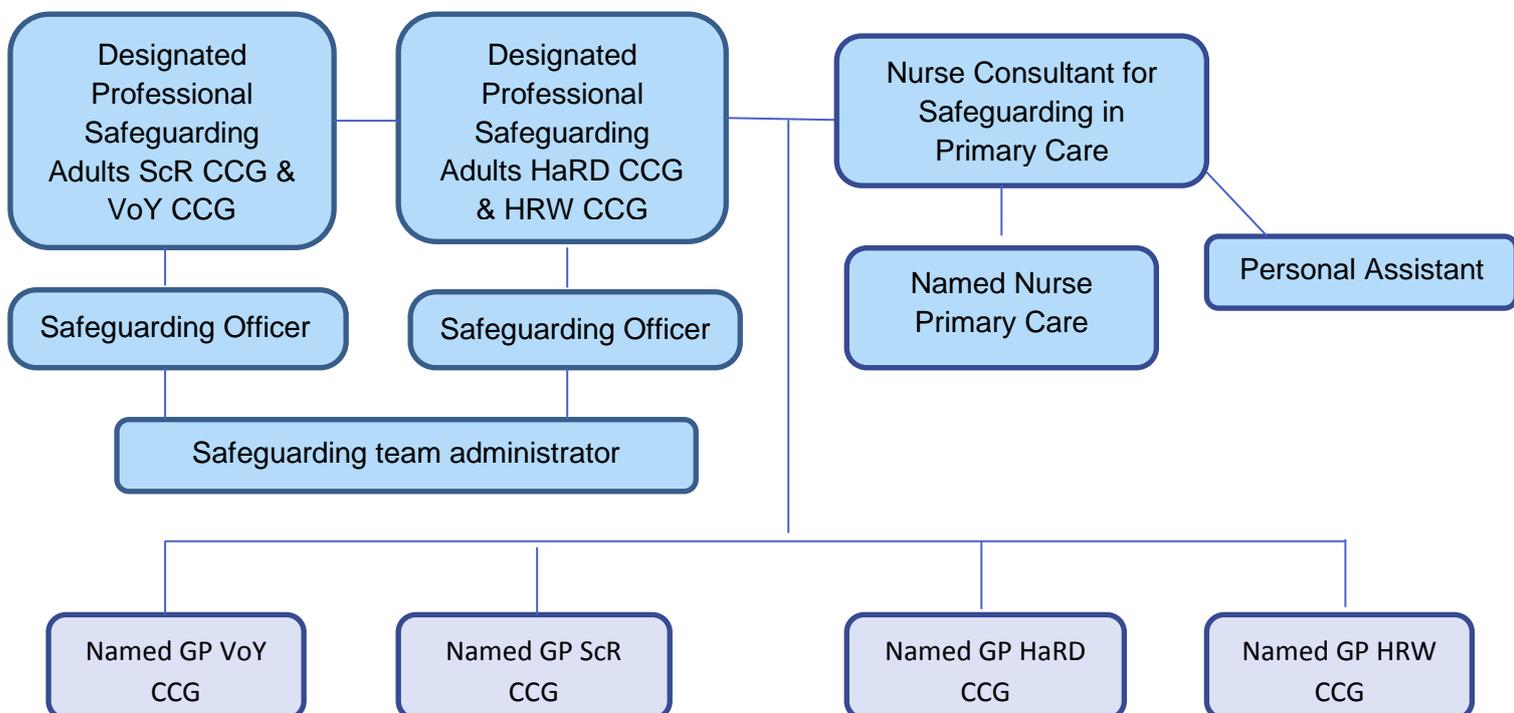
The Mental Capacity Act 2005 provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should 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 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 safeguards were introduced to provide a legal framework around deprivation of liberty.

In 2018-2019 the Mental Capacity Act has gone through an amendment process in parliament. The Mental Capacity (Amendment) Act 2019 introduces changes to the arrangements and responsibilities for authorising deprivation of liberty known as 'Liberty Protection Safeguards'. A new Code of Practice is being developed and publication is anticipated later in 2019 with enactment of the new arrangements expected in 2020.

3.0 The Safeguarding Adult Team

3.1 The chart below illustrates the current arrangements for the CCGs and Primary Care



3.2 Current team, hours contracted and line management arrangements

Role	Whole Time equivalent	Line Managed by
Designated Professional	2 wte	Executive Nurse S&R CCG
Nurse Consultant Safeguarding in Primary Care (adults)	0.5 wte	Executive Nurse S&R CCG
Personal Assistant (adults and children) Primary Care	0.2 wte	Nurse Consultant Primary Care
Named Nurse for Primary Care (adults)	0.2 wte	Nurse Consultant Primary Care
Named GP (1 per CCG)	PA hours commensurate with CCG population	Individual CCG Executive Nurse
Safeguarding Officers	2 wte	Designated Professional
Team Administrator	1 wte	Designated Professional

4.0 Key Achievements against Strategic priorities in 2018/19

4.1 Strategic Priority 1: Review CCG performance against statutory obligations

- ✓ An internal audit of CCG safeguarding adult arrangements completed by Audit Yorkshire cited significant assurance in the processes in place. The recommendations have been accepted by the CCGs and an action plan developed to address them is nearing completion.
- ✓ A new CCG safeguarding adult training strategy has been developed in line with Adult Safeguarding: Roles and Competencies for Health Care Staff; which was published as a first edition in August 2018.
- ✓ The CCG safeguarding adult policy is being revised to incorporate clearer process in line with Joint Multi-Agency Safeguarding Adult procedures and managing allegations against those in a position of trust.

4.2 Strategic Priority 2: To further develop and embed robust assurance processes in relation to safeguarding adults' arrangements in CCG provider organisations

- ✓ Local Quality Requirements have been revised to facilitate more qualitative reporting by providers.
- ✓ Attendance at key NHS Trust internal governance meetings has enabled closer working across the safeguarding network and progression of a supportive relationship between the CCG and the Trusts.

- ✓ Where internal meeting attendance is not in place regular meetings with NHS Trust Safeguarding Leads have been established.
- ✓ Submission of key performance data to the Home Office in relation to the Prevent Duty has been established since March 2017. The Designated Professionals now also receive this data on a quarterly basis from the main NHS providers.
- ✓ The Health Partnership Group chaired by the Designated Professional takes place on a quarterly basis as peer support for health providers; enabling sharing of information and best practice. The meeting is well attended by safeguarding leads in provider organisations.

4.3 Strategic Priority 3: To support and continue to develop strong multi-agency partnerships across North Yorkshire and the City of York

4.3.1 North Yorkshire Safeguarding Adults Board (NYSAB)

- ✓ The CCG representatives have attended all SAB meetings in 2018/19; deputising when required for NHS England colleagues. The CCG Safeguarding Adult team are fully engaged with the work of the NYSAB.
- ✓ The Designated Professional chairs the NYSAB Performance and Quality Improvement subgroup which collates and analyses data regarding safeguarding outcomes, arranges audits/ deep dives into service data as required, and monitors themes and trends of safeguarding activity. The Designated Professional is deputy chair for the Learning and Review subgroup which reviews and monitors cases meeting the threshold for statutory Safeguarding Adult Review in accordance with Section 44 of the Care Act, and non-statutory Safeguarding Adult Review.
- ✓ The CCG Chief Nurse chairs the NYSAB Communications and Engagement subgroup, which combines reporting between the NYSAB, the North Yorkshire Safeguarding Children Partnership (NYSCP) and the Community Safety Partnership (CSP).
- ✓ The North Yorkshire Safeguarding Adults Board Annual Report will be published on their website: <http://safeguardingadults.co.uk/> this will detail progress and engagement regarding strategic outcomes, and set priorities for the forthcoming year.

4.3.2 City of York Safeguarding Adults Board (SAB)

- ✓ The Board recruited a new SAB independent chair – Tim Madgwick (former deputy chief constable North Yorkshire Police). Tim started his induction to the post in early 2019 and chaired his first SAB meeting in March 2019 paying tribute to his predecessor Kevin McAleese who had sadly passed away earlier in the month.

- ✓ Data collection on behalf of the SAB has demonstrated that the number of safeguarding concerns raised averages around 300 per quarter and of those approximately 40% progress to a section 42 enquiry. It has been noted that the complexity of enquiry work has increased greatly and managing risk is often the main factor for frontline staff.
- ✓ Making safeguarding personal is a key outcome measure for the SAB. Each SAB meeting starts with a safeguarding story from practice presented by a partner agency. These place emphasis on the choices; rights; freedoms; and well-being of the individual whilst also considering the factors of protection and prevention. SAB members have been challenged as to how we share the messages from these stories across agencies and networks.
- ✓ The Designated Professional chairs the Safeguarding Adult Review (SAR) subgroup on behalf of the SAB and actively manages the case tracker which details both the completed and on-going cases which have met the criteria for consideration of a Section 44 review. The membership has grown in strength and experience during the year and has completed a workplan to demonstrate the evidence of this. As an addition for 2018/19 the meeting now includes a focus on learning from SARs published in other SAB areas.
- ✓ The Designated Professional has attended all SAB meetings in 2018/19; deputising for the VoY CCG Executive Nurse when necessary; and also for NHS England colleagues.

4.3.3 North Yorkshire Community Safety Partnership

- ✓ The Nurse Consultant has been actively engaged in the development of the revised Joint Domestic Abuse Strategy for North Yorkshire and York.
- ✓ The Designated Professional supported the development of a multi-agency process in North Yorkshire for statutory Domestic Homicide Review (DHR)
- ✓ The Designated Professionals and Nurse Consultant have provided panel representation for a completed DHR. Learning for Primary Care from the DHR in 2018/19 has been incorporated into the Primary Care Hot Topics training for 2019/20.

4.3.4 North Yorkshire Prevent Partnership

- ✓ The Designated Professional represents the CCG on the Prevent Partnership Board providing updates to the Board on activity and engagement from health partners and from NHS England's regional Prevent Forum.
- ✓ The Nurse Consultant and Designated Nurses for Safeguarding Children are members of the York and North Yorkshire multi-agency Channel panels representing the CCG and Primary Care. Both these panels have made progress in embedding and developing their strength in membership and information sharing in 2018/19.

4.3.5 Additional Multi-Agency Partnerships led by North Yorkshire Police which are integral to safeguarding work and with active involvement from the CCG Safeguarding Team in 2018/19 are:

- ✓ Serious and Organised Crime Board – awareness of County Lines has been added to the training programme for Primary Care
- ✓ Modern Slavery Partnership – the CCGs’ have published a Modern Slavery and Human Trafficking statement on their website and have actively engaged in raising awareness of modern slavery.
- ✓ MATAC – multi-agency tasking and co-ordination – is a multi-agency initiative to tackle the serial perpetrators of domestic abuse. CCG/health involvement with the process was paused following initial engagement and is awaiting national direction before progress continues.

4.4 Strategic Priority 4: To ensure the completion of the NHS England Safeguarding Assurance Action Plan

- ✓ The outstanding action from the plan has been completed following the national publication of the Adult Safeguarding: Roles and Competencies for Health Care Staff in August 2018 and subsequent development of the CCG Safeguarding Adult Training Strategy.

4.5 Strategic Priority 5: Supporting Safeguarding Adult Practice across the health economy of North Yorkshire and York

- ✓ The CCG and Primary Care safeguarding team have supported enquiry work where complex health issues are a predominant factor and where a multi-agency response to high-risk cases is required.
- ✓ The team successfully recruited an experienced safeguarding practitioner to the post of adult safeguarding officer following a vacancy of four months.
- ✓ There has been a significant contribution from our two safeguarding officers who have been involved in over a hundred and seventy cases in 2018/19 with the locality teams across the North Yorkshire region and in York. This has been a small increase on the total for 2017/18.
- ✓ The main categories of abuse in cases with CCG involvement have been neglect (93 cases) and physical abuse (51 cases).

Table 1 below shows the number of cases with CCG involvement per CCG area:

HaRD	HRW	SCR	VOY	Others
34	15	59	58	3

- ✓ The number of quality assurance visits completed with partners in NYCC to independent care providers has remained consistent at just under thirty in 2018/19. These visits enable early identification of safeguarding; quality and

safety issues in order that interventions can be offered to support providers to deliver safe care and protection.

Table 2 shows the number of quality assurance visits completed per CCG area

Quarter	Total Visits	HaRD	HRW	SCR	VOY
1	7	0	3	2	2
2	14	3	2	4	5
3	5	4	0	0	1
4	1	0	0	0	1
Total 2018/19	27	7	5	6	9

- ✓ The safeguarding team continue to offer support and advice to practitioners with regards actions required for potential safeguarding concerns. Practitioners accessing the safeguarding team for advice and support has steadily increased as awareness of adult safeguarding has developed.
- ✓ The Designated Professionals completed supervision training utilising the Morrison's 4x4x4 model. Safeguarding adult supervision has become a recognised necessity following its inclusion as a requirement for practitioners in the Adult Safeguarding: Roles and Competencies for Health Care Staff. The roll out of supervision practice will continue as a priority.
- ✓ The Safeguarding Administrator has made substantial progress in cleansing the database in line with new General Data Protection Regulations; reconfiguring the case ledger to improve data recording and collection; and leading on the development of new systems and processes to support the work of the team.

4.6 Strategic Priority 6: To continue to develop and embed safeguarding adults' arrangements in Primary Care

- ✓ All North Yorkshire and York CCG GP Practices completed the NHSE safeguarding self-assessment audit in order that areas of risk can be identified and gaps addressed.
- ✓ An NHSE extended and updated electronic version of the tool has been developed and practices encouraged and supported in the completion of it to enable them to audit their own safeguarding practice systems and processes to determine whether they are up to date with statutory requirements and standards for good practice. Where areas for development have been 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.
- ✓ Further development of information sharing between GPs and multi-agency risk assessment conferences (MARAC) for high risk domestic abuse has been completed. All North Yorkshire and York GP practices now have the opportunity to contribute to the MARAC risk assessment for any victims of domestic abuse and associated children. This process not only ensures that a

holistic risk assessment for victims and their children is completed but also ensures that GPs are aware of their patients who are at risk of domestic abuse enabling support as appropriate to be offered .

- ✓ Work has been completed to ensure that any non-attendance by adults with care and support needs at health appointments is risk assessed and appropriate actions taken or reasonable adjustments made to support future attendance.
- ✓ 'Hot Topics' safeguarding level 3 training sessions have been delivered to Primary Care staff as a bespoke educational programme which enhances quality training provision and accessibility for Primary Care practitioners across North Yorkshire and York offering discussions of local and national case studies and safeguarding issues relevant to their practice. During 2018/19 615 Primary Care staff attended Hot Topics training which covered Safeguarding Adults Reviews and learning from 'Mrs A', Advocacy and the Mental Capacity Act, Safeguarding Adult revised joint Policy and Procedures, Self-Neglect and Prevent. The team has seen an increase year on year in attendance at training events and in 2018/19 attendance increased by 31% from the previous year's total. In addition the team delivered safeguarding awareness sessions to 147 staff and bespoke training for key primary care staff on the management of safeguarding information in GP practice.
- ✓ Safeguarding leads meetings are held on a quarterly basis and continue to be well attended; providing supplementary safeguarding training and peer support for the dedicated safeguarding practice leads for each GP surgery.
- ✓ The Named GP for HaRD CCG continues to work as the Royal College of General Practitioners' (RCGP) Clinical Champion for Safeguarding. In conjunction with the Nurse Consultant a key achievement has been the development of the RCGP Adult Safeguarding Tool Kit. The tool kit has now been published for practice use <https://www.rcgp.org.uk/clinical-and-research/safeguarding/adult-safeguarding-toolkit.aspx>

4.7 Strategic Priority 7: To support, develop and embed the Learning Disability Mortality Review (LeDeR) Programme across North Yorkshire

- ✓ The CCG has embedded local delivery of the Learning Disability Mortality Review Programme (LeDeR) for North Yorkshire and York.
- ✓ Monies from NHS England enabled recruitment of a part-time specialist lead nurse
- ✓ With the support of multi-agency partners a Steering Group has been established to progress learning from the completed reviews.
- ✓ A separate LeDeR annual report detailing the progress made with the programme will be published alongside this safeguarding adult annual report.

5.0 Overview of delivery of Safeguarding Adults' Strategy – challenges and opportunities for 2019/20

Significant achievements have been included in section 4 as evidence in year one (2018/19) of delivering the Safeguarding Adults' Strategy; it is intended as a summary and by no means provides a full representation of the breadth of the safeguarding agenda and the complexity in the work of the team. The team's

success has been achieved with the support of the CCG Executive Leads for Safeguarding and by working closely with the Quality Teams in each CCG.

The challenges and opportunities for 2019/20 will include the following:

- Sharing and embedding learning from statutory reviews across the health economy
- Further developing training opportunities for safeguarding specialist practitioners and also frontline staff
- Working closely with GP Practices; health partners and multi-agency partners to implement the Joint Multi-Agency Safeguarding Policy and Procedures in North Yorkshire
- Understanding and developing processes for the implementation of Liberty Protection Safeguards
- Developing the network and strategy with NHS England that brings together Safeguarding Professionals across the STP/ICS footprint

The progress and realisation of year two of delivering the strategy will be further detailed in the 2019/20 safeguarding adults' work-plan.