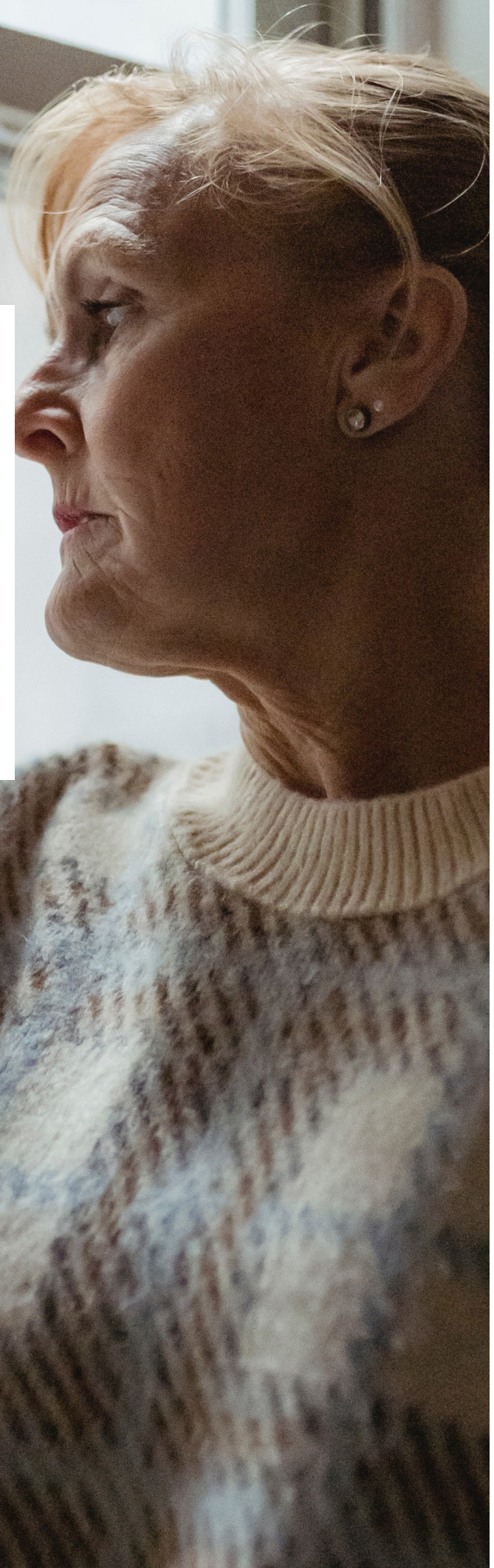




Keeping Adults Safe
in Shropshire

Annual Report

2019 – 2020

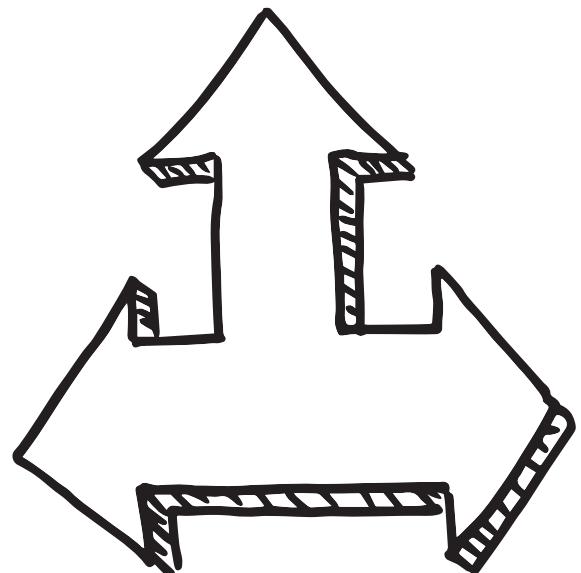


Keeping Adults Safe
in Shropshire

Annual Report
2019 – 2020

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Foreword by Ivan Powell (Independent Chair)

Welcome to the first annual report of the Shropshire Safeguarding Partnership (SSP) and thank you for your interest in this important area of work.

Prior to the Children and Social Work Act 2017 and the publication of Working Together 2018, the safeguarding agencies in Shropshire had already commissioned work which resulted in combining the multi-agency safeguarding arrangements for children and strategic oversight of the safeguarding arrangements for adults in accordance with the statutory guidance of the Care Act 2014.

This is a unique reporting year in that whilst we had already moved to these combined arrangements in early 2019, we were not required to publish and therefore enact the arrangements for children until 29th September 2019. We are required by Working Together 2018 to publish an annual report covering a range of matters relating to child protection, including the effectiveness of our new arrangements from September 2019. It is for this reason that the Partnership have decided to publish separate annual reports for children and adults, a position which is likely to change in the future. This report is focussed on the work of SSP to safeguard adults.

In addition in February 2020, within this reporting period the Partnership agreed to incorporate the community safety duties as outlined in the Crime and Disorder Act 1998 within the Partnership's governance structure. This will add another dimension to the arrangements and again will take time to fully embed and realise the full benefits.

I am of the view that the partnership is strong, mature and committed with a well-established foundation of partnership working, and benefits from an experienced and very active business unit, but we anticipate that it will take some time to realise the full ambition and benefits of this combined structure.

The Care Act statutory guidance states that the local authority, the clinical commissioning group for the area and the Police must be represented at the safeguarding adults board. SSP take an 'in principle position' that the statutory guidance for children, namely the identification of these three partners as having a shared and equal responsibility will be applied to the safeguarding adults board.

From my perspective we still have some way to go to ensure our partners make a shared and equal contribution particularly to ensure that the leadership, culture and learning can be used to evidence impact on the quality of service and improved outcomes for adults who have care and support needs.



We respect the right of individuals to make or to be supported to make their own decision about how they wish to live their lives. As a consequence there are some people whose choices cause professionals to continue to be concerned about the level of risk those people face. To help professionals continue to try and support people we have published two local guidance documents in support of our regional safeguarding procedures, they are:

Guidance on Responding to Self Neglect
(reviewed and re-issued)

Working with Risk

Where things are not going well, a person with care and support needs who is experiencing abuse or neglect can raise a safeguarding concern for themselves. More often however it is a member of an organisation who will do this on a person's behalf. In response the local authority has the responsibility to either make or cause an enquiry to be made to explore the situation to resolve the position of risk. More detail is contained within the main body of the report. We have not had to commission any safeguarding adult reviews during this reporting period.

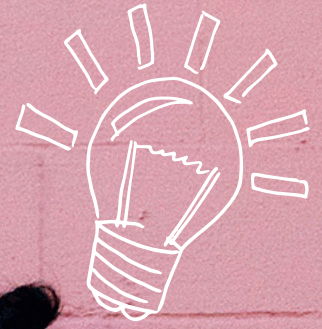
I retain the view that we need to do more work locally to understand the experiences of those who have to engage with the safeguarding system, this is an area which continues to challenge the partnership but is vitally important so that we can learn and improve our services and safeguarding practice across the partnership.

I consider myself to be very privileged to hold the position of Independent Chair and I will continue to both challenge and seek assurance from the Partnership on behalf of all adults with care and support needs, but equally will continue to

recognise the sheer hard work and professionalism of those who give of their best every day."



**Ivan Powell,
Independent Chair**





Introduction

What have the Keeping Adults Safe in Shropshire Board done from April 2019 until March 2020.

In the report we will look at:

- Multi-agency procedures
- Who has needed help to stay safe in Shropshire and what work has been done to help keep them safe
- What progress the Board has made on its strategic priorities and plan and what Board members have done in their organisation to contribute to these
- Safeguarding Adult Reviews

The report will be published on the Board’s website and presented to:

- The Chief Executive and Leader of Shropshire Council
- West Mercia Police and Crime Commissioner
- The Chief Constable of West Mercia Police
- The Accountable Officer from the Shropshire Clinical Commissioning Group
- Healthwatch Shropshire
- The Chair of the Health and Wellbeing Board in Shropshire



**Keeping Adults Safe
in Shropshire
Board**

What is the Keeping Adults Safe in Shropshire Board?

The Keeping Adults Safe in Shropshire Board (we will call it the Board in this report) is a group of organisations who work together to help keep adults with care and support needs safe from being abused or neglected. Helping to keep someone safe means working with the person who is experiencing or who is at risk of experiencing abuse or neglect to help or protect them. This is called adult safeguarding.

The law says that there are some organisations who must work together to safeguard adults and children in local authority areas. In Shropshire these are:



There are also lots of other organisations who work with adults who also contribute to the Board:

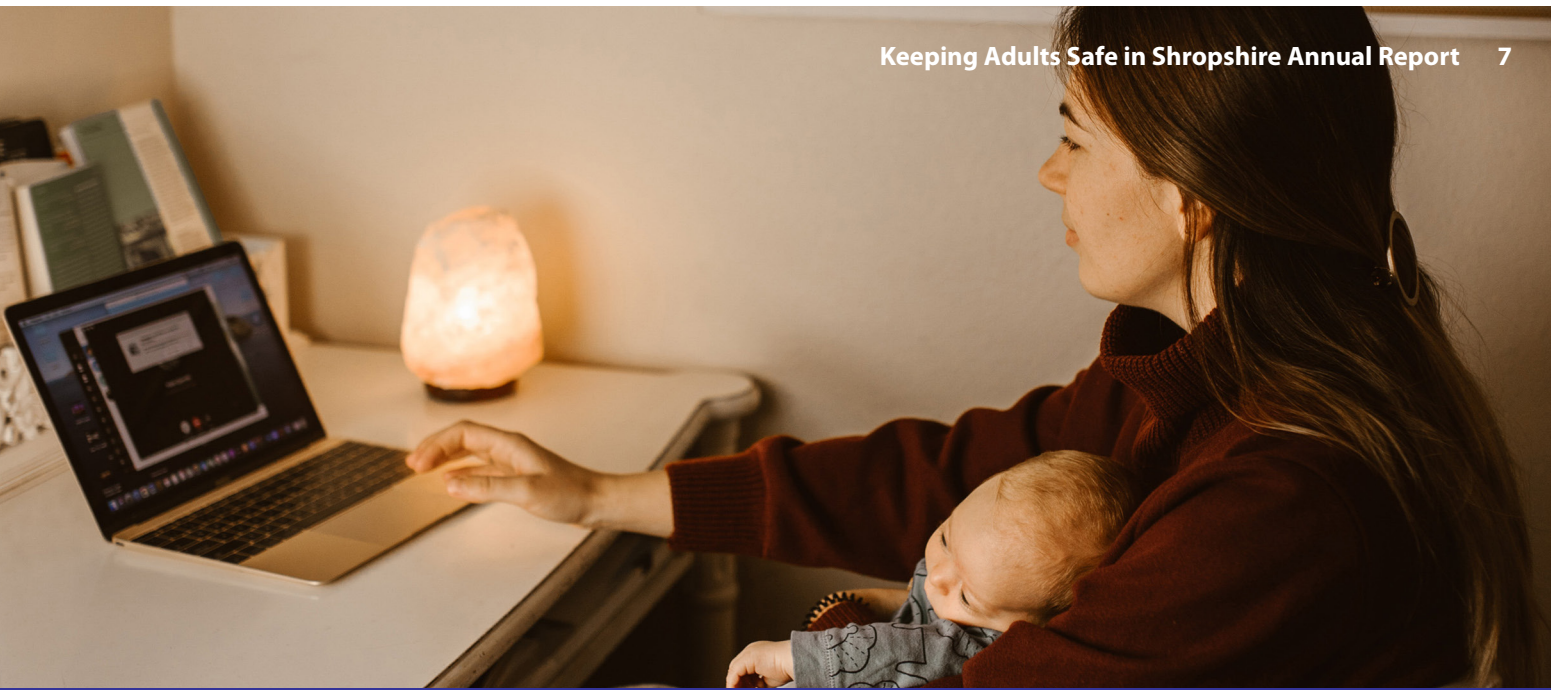


Changing Times, Changing Lives



Shropshire Fire and Rescue Service





The Board works closely with the Shropshire Safeguarding Children’s Board. Both Boards want Shropshire to be a place where adults with care and support needs and children live a life free from abuse or neglect.

The Board’s job is to make sure that adults with care and support needs are safeguarded when they might be or when they are being abused or neglected and cannot protect themselves.

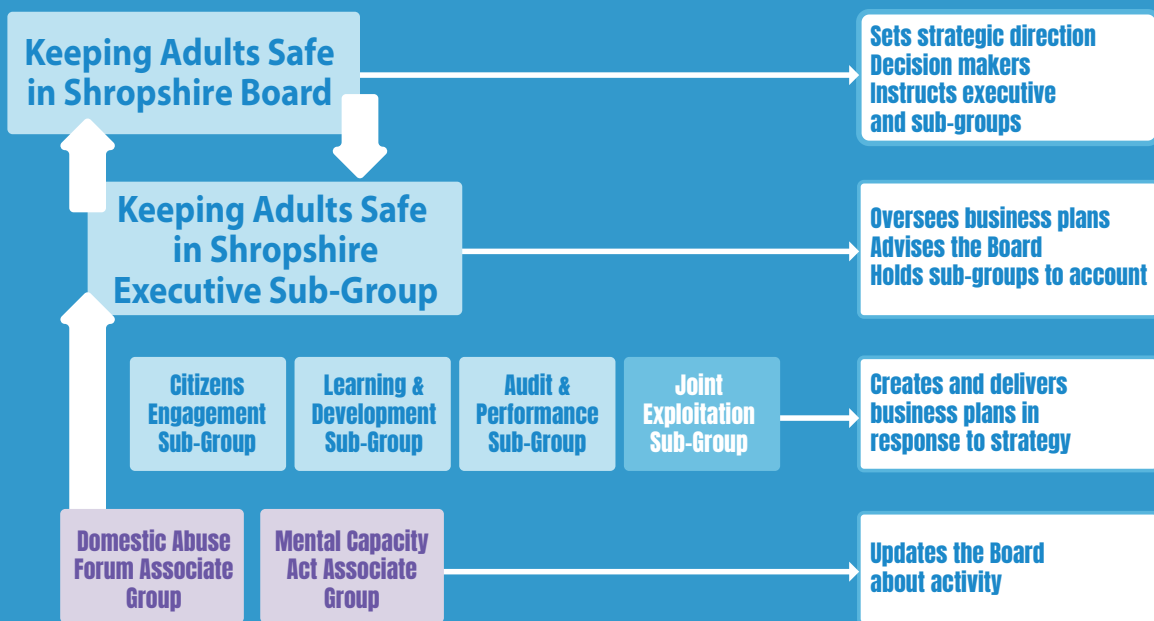
The Board must have a strategic and annual business plan that says what its priorities are and how it is going to achieve them. The priorities

should make sure that adults with care and support needs are helped and protected. It must also write a report every year to explain what work it has done on the strategic plan.

The Board has sub-groups who have work plans to deliver the Board’s priorities and strategic plan. The work of the Board and its sub-groups is supported by a joint Business Unit that is shared with Shropshire Safeguarding Children’s Board.

The image below is our current Board structure and what each group does.

Keeping Adults Safe in Shropshire Board Structure 2018/19



Adult Safeguarding in Shropshire 2019-2020



1,621

contacts into the First Point of Contact team.

A 14% reduction on previous year



671 safeguarding concerns

(41% of contacts)

being raised about 594 people.

This means some people experienced more than one type of abuse more than once in the same year.



214 safeguarding enquiries

(32% of concerns)

were started and 217 enquires were concluded.

17 people (8% of enquiries) started on a safeguarding plan, which means risk had not been reduced during the enquiry.



The age of adults affected by abuse



46% are between the ages of 18-65.



54% are 65+.

Where does abuse happen?

60% of concluded concerns happen in people's own homes.



11% happens in residential care homes

What happens as a result of a concluded enquiry?

92% of people (or their representative) were asked what outcomes they wanted to be achieved. This indicates a strong emphasis on seeking the person (or their representative's) views.

79% of people who expressed an outcome, were identified as their outcomes being fully met.

Types of abuse



26% of concluded enquires were about domestic abuse.



20% of concluded enquires were about emotional abuse.



16% of concluded enquires were about financial abuse.

The remaining 38% were about other forms of abuse including; physical and sexual abuse, self-neglect and modern slavery.

Trading Standards and Regulatory Services saved victims of financial abuse

£60,000.



Our multi-agency procedures

During this year we published the following multi-agency procedures:

- Statutory Learning Reviews in Shropshire (joint with the Children's partnership)
- Resolution and Escalation Policy
- Guidance on Responding to Self Neglect (reviewed and re-issued)
- Working with Risk
- West Midlands Regional Adult Safeguarding Procedures (agreed as adopted)

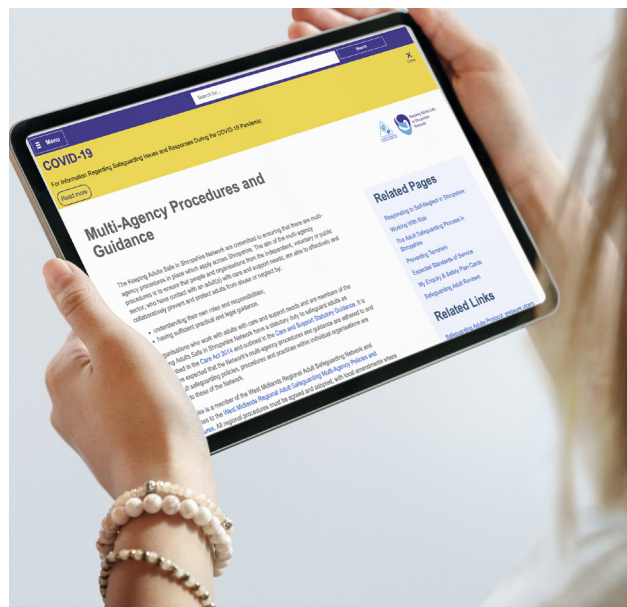
We are currently reviewing the Adult Safeguarding Process in Shropshire document by speaking to different groups to get thoughts on what should change. We hope to publish this in the next financial year.

When followed, these documents help everybody keep people safe and work together. The procedures are for people and organisations from the independent, voluntary or public sector who have contact with adults with care and support needs. The Board is committed to making sure its procedures are meaningful and applied across all agencies.

The Board also ensures that it is represented on and contributes to the work of the West Midlands Regional Editorial Group which produces the West Midlands Regional Adult Safeguarding documents.

All of our multi-agency documents appear on our website:

<http://www.keepingadultssafeinshropshire.org.uk/multi-agency-procedures>





What we have done this year

Actions for 2019-2020

In addition to our business as usual activity, to deliver our vision we identified the following priority areas to work on:

- Preventing abuse and building the resilience of individuals and communities
Making Safeguarding Personal – “Hearing the voice of the person”
- Reducing the number of inappropriate safeguarding concerns referred by adult social care and health professionals (including volunteers)
- Increasing community awareness of Adult Safeguarding
- Understanding exploitation

We asked our partners to explain what they have been doing to support these priorities and this is what they told us.

Preventing abuse and building the resilience of individuals and communities

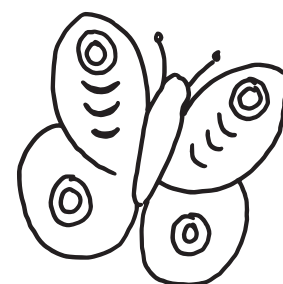
West Mercia Police

In June 2019, the Police received a report from a care home that one of their residents had sexually assaulted another. The victim, who was diagnosed with dementia, lacked mental capacity to engage with us. The suspect, a fellow resident, had full mental capacity and was permitted to live independently within the care home and could leave to attend the local amenities. There was a witness to the sexual assault and a full investigation commenced.

Working through a multi-agency approach with the local authority adult safeguarding team and the care home staff, it transpired that the suspect had been witnessed previously behaving in an inappropriate sexual manner to other residents.

Due to the victim's lack of mental capacity, she could not be approached for her account, so the police relied upon the collective witness evidence from care staff. The suspect was formally interviewed and he stated that he could not recall any of the matters that were put to him. Due to him stating that he had 'memory problems', the police asked specialist nurse practitioners from the Memory Clinic to make a formal diagnosis. However, the suspect refused to engage with the assessment, so his claims of 'memory problems' could not be formally confirmed.

All investigation evidence was submitted to the Crown Prosecution Service, and the suspect was subsequently charged with a number of sexual offences against a person/s with a confirmed mental disorder.

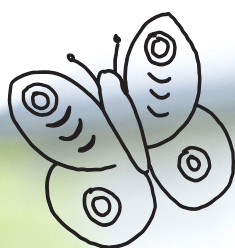


Shropshire Council; Public Health

Drug and alcohol services are commissioned by Public Health to provide support to service users to ensure they have the skills to reduce their risk of relapse as they recover from drug and alcohol dependency. A commissioned service Intuitive Recovery, a third sector provider, delivers an accredited National Open College Network course to help people understand their dependency and identify personal triggers to enable them to put coping strategies in place. In its first year of running 108 people were referred to the programme with 65% starting the course and 88% of those, completing the course. The feedback has been very positive on use of substances with many people saying it has helped them understand themselves better. The example below is a short case study of a lady who commenced the course in January 2020.

A lady with a 30 year history of drug and harmful alcohol use, (starting with cannabis and moving to heroin) was chaotic for many years and although she had short periods of recovery she always relapsed, using alcohol and substances to cope. She lost her children due to her inability to remain sober. She admits in the early years she didn't want to stop using drugs or alcohol. In January 2020 she started the Intuitive Thinking Programme and since then has stopped taking all opiates including prescribed ones. She reports the course gave her a fascinating insight into her own addictive behaviour. For the first time in 30 years she feels in control of her life. Paying the bills and eating properly, she is now looking for more courses to do to further regain her confidence.

This example was selected because when intoxicated with drugs or alcohol, people are at a higher risk of abuse including exploitation.



Healthwatch Shropshire

The comments we receive from the public are shared with providers, commissioners and regulators, for example at our quarterly meetings with the Clinical Commissioning Group, Shropshire Council and the Care Quality Commission. If we receive a comment of concern it is shared immediately.

Enter & View visits are another way we can gather people's experiences of services. We can visit any service in receipt of public money for providing care or treatment, this means that we can speak to people in the place they are receiving a service and see for ourselves what is happening. Healthwatch Shropshire has a team of ten volunteers who conduct these visits. These volunteers receive a thorough induction and training, including Safeguarding Awareness Training and are Disclosure and Barring Service checked so we can assess their suitability for this work. In 2019-20 our volunteers completed 15 Enter & View visits which included four care homes, four hospital wards and seven GP practices. They made a total of 52 recommendations. Most of these recommendations are about quality of life issues, including dignity, choice, respect and environment.

We cannot always go back to services to see for ourselves what they have done in response to our recommendations but our reports are shared with Shropshire Council, the Clinical Commissioning Group and Care Quality Commission inspectors so they can take them into account when planning their own monitoring or inspections visits. All reports also go to Healthwatch England and NHS England.

Making Safeguarding Personal – “Hearing the voice of the person”

Shropshire Clinical Commissioning Group

Making Safeguarding Personal is essential in ensuring that safeguarding focuses upon the adult and seeks to deliver the outcomes they want to make things better and for them to feel safer.

We have responded to this priority by:

- Ensuring all of the training we deliver helps staff understand what they must do to Make Safeguarding Personal
- Undertaking audits to help professionals understand what to do to ensure they listen to the person and work with them
- Going into one Trust and asking Ward Managers and Senior Nurses if they knew about Making Safeguarding Personal and how to focus upon the outcomes the person wanted. This told us that we needed to do more to promote this. We have produced an action plan to respond to our findings.
- We helped to devise a Making Safeguarding Personal card which have been distributed across the county which explains the “must do’s” when working with an adult who has safeguarding needs. The card has been shared this with other counties so they too can help others learn about the approach.

Keeping Adults Safe in Shropshire Network

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is about putting the adult at the centre from the beginning to the end of every safeguarding concern. MSP is having a conversation led by the adult or their representative to find out what happened and what outcomes they want.

To Make Safeguarding Personal YOU WILL:

- If safe, share your concerns about abuse and neglect with the adult, ask what they want to change – agree who raises the safeguarding concern.
- Discuss risk and what needs to be done to make them safer now.
- Ask who they want to be told or seek the views of family or friends if they lack capacity to decide that.
- If they haven't got support and have substantial difficulty taking part, in safeguarding think about an advocate
- Keep the adult involved – it's their life.

Keeping Adults Safe in Shropshire Network

Adult Safeguarding means protecting an adult's rights to live in safety, free from abuse and neglect. Its people and teams working together to prevent abuse or stop it when it's happening (DoH&SC, 2016:14.7). You can achieve this by following the **six safeguarding principles** that underpin all adult safeguarding work.

Empowerment: people being supported and encouraged to make their own decisions and give informed consent	Prevention: it is better to take action before harm occurs	Proportionality: the least intrusive response appropriate to the risk presented
Protection: support and representation for those in greatest need	Partnerships: working with communities who have a part to play in preventing, detecting & reporting neglect and abuse	Accountability: accountability and transparency in safeguarding practice

Department of Health and Social Care (2016) Care and support statutory guidance. London: Department of Health and Social Care. <https://www.gov.uk/government/publications/care-and-support-statutory-guidance/care-and-support-statutory-guidance>



Shropshire Council; Regulatory Services

When issues are extreme, we lead case discussion meetings with partners. Despite the person's wishes to be left alone, sometimes we have to act. A recent example was a lady in her 80's who was insistent that she was fine and did not need any help. She lived in a cottage behind a high hedge and would not let us in. Eventually, by working with her we found she had no electricity, heating, working toilet, leaking roof, no cooking facilities and no working bath and 20 years of hoarded items with evidence of damage by rats.

She eventually started to work with us and plan to move and we had help from partners including Adult Safeguarding and the Mental Health Social Work Team.

Even then she wanted to return and could not understand the risk of the property to her. We are pleased to say she has now moved.

Shropshire Council; Adult Services

The dedicated adult safeguarding team continue to highlight the message of 'nothing about me, without me' and ensure that whenever possible and without jeopardising safety, the person being referred, or their representative are made aware of the concerns and are asked if they would like a safeguarding concern to be raised.

We achieve this through, using a person centred, strength-based approach, to assist people to find the best outcomes for them. Connecting

individuals to the appropriate agencies can further promote and build the individual's reliance. This is particularly the case when working with individuals who are misusing drugs and alcohol.

Working with Shropshire Recovery Partnership is key to promoting the benefits of rehabilitation and link with housing to ensure that any individual at risk is quickly identified and offered support to maintain their tenancy.

The Mental Health Social Work Team plays a pivotal role in supporting this group of people to implement a support plan which responds to the individual's assessed needs.

The below is an example of the very positive partnership working which takes place to support vulnerable adults.

"I wanted to update you on Mr C as he fell off the radar since leaving rehabilitation.

I have managed to speak to him and he is doing amazingly well since leaving rehabilitation and is now living in supported accommodation in Wrexham and has been alcohol free for nine months. He enrolled onto a Nursing course last year and is wanting to help others in the future.

I wanted to share Mr C's success story and just to say a huge "Thank You" to everyone who was involved with him. Without partnership working, we would not have been able to have safeguarded him and potentially we could have been dealing with a fatality. Mr C was very thankful for the support he had received from all agencies."

Reducing the number of inappropriate safeguarding concerns referred by adult social care and health professionals (including volunteers)

Robert Jones & Agnes Hunt Orthopaedic NHS Foundation Trust

All adult safeguarding incidents are recorded in the Trust's reporting system. This includes other concerns which may not meet the threshold when submitting a safeguarding referral to the local authority. There were a total of 19 Adult Safeguarding related incidents reported locally in 2019/20 with five resulting in referral to the local authority.

The incident reporting system has a feedback facility where staff will receive formal feedback via email. The safeguarding team also provides feedback in person, through attendance at ward/department meetings and in discussions with the manager on the detail of the incident and actions taken for case-based learning. The safeguarding team have developed a document which is reviewed regularly and kept updated on outcomes of the adult safeguarding incidents. This helps to identify themes and trends which are reported on a quarterly basis to the local Clinical Commissioning Group.

Shropshire Partners in Care

The Safeguarding Adults Forum is a partnership project led by Shropshire Partners in Care. The Forum aims to promote awareness of good practice concerning safeguarding adults, including the application of the Mental Capacity Act, the Deprivation of Liberty Safeguards and the Prevent agenda. There were four meetings across the year and 114 people from adult social care attended as well as a range of guest speakers from Health and the Local Authorities including the Safeguarding Adults Teams and the Safeguarding Partnerships.

A report was presented to the Shropshire Safeguarding Community Partnership as an

update about the activity and subjects addressed in the year 2019-2020. Topics covered in this period included:

- Monitoring and Supporting Waking Night Staff
- Update on the Liberty Protection Safeguards
- Supporting Employees Who Are Experiencing Domestic Abuse
- Shared Learning from Incidents
- ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) – The contribution social care providers can make
- Liberty Protection Safeguards – What this means for you
- Whistleblowing – Getting it right
- Retention of Learning and the Role of Managers
- Safeguarding Enquiries – Essential Practice Tips
- Safeguarding Risks arising from Social Media use - Conduct, Content and Contact
- Safeguarding Adult Collection 2018 – 19 National and Local Comparison
- Consultation – Seeking Providers views on 'Provider Record for Alternative Actions to Raising a Safeguarding Concern Safeguarding'

The sessions were all evaluated and in addition to Forum evaluations sometimes social care providers told us what they were doing differently after they attended including:

"Although the discussion was aimed at residential services, in our service we have addressed choking risks and assessments because of attending the forum in relation to sitting with a new client whilst they have a cup of tea for instance. In addition, we have made some changes to our waking night provision following the forum session on 'supporting waking night staff'"

(A domiciliary care provider, April 2019)



Increasing community awareness of Adult Safeguarding

Robert Jones & Agnes Hunt Orthopaedic NHS Foundation Trust

The Keeping Adults Safe in Shropshire Board developed a set of four posters to promote and raise awareness of different types of abuse and neglect that can occur; the importance of preventing and protecting people from abuse and/or neglect; and the contact number for First Point of Contact. These have been displayed at RJAH in public facing areas to raise community awareness that safeguarding is everyone's responsibility.

Understanding exploitation Shropshire Partners in Care

Shropshire Partners in Care have ensured that all safeguarding related training addresses exploitation including financial, cuckooing, sexual and addressing risks around disadvantaged groups including people who are rough sleeping and risks posed from Modern Slavery for example.

In addition, the Safeguarding Adults Lead for Shropshire Partners in Care has raised awareness of the issues of Adult Safeguarding and Homelessness by sharing research and reports on the subject to inform decision making for instance around the local Safeguarding Adult Review protocol and carrying out Safeguarding Adults Reviews with respect to adults who are rough sleeping.

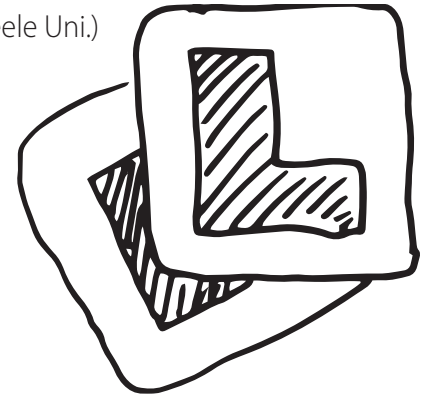
Multi-Agency Adult Safeguarding Training

The Board's Learning and Development Sub-Group have been busy overseeing the adult safeguarding training programme. The training programme is delivered by Shropshire Partners in Care and Shropshire Council's Joint Training Team. A range of training sessions and events were provided throughout the year including:

- Safeguarding Adults Awareness
- Safeguarding Enquiry Training
- Safeguarding Adults for Provider Managers Safeguarding Adults, Children and Young People Briefing Professional Boundaries Workshop
- Safeguarding and the Care Act 2014 - Self-neglect (with Keele Uni.)

A total of 1815 people attended the sessions provided from a range of our partners including:

- The independent sector
- The voluntary sector
- Shropshire Council
- Housing organisations



BUT ... it isn't attending the sessions that's important, it's what people do with the information they've learned when they leave. Here's what some of our attendees told us:

- It's given me more confidence to raise issues both inside and outside the organisation
- I will become more proactive in identifying safeguarding issues
- I will recognise if something is wrong and act on it
- I will increase observations of residents and speak up on issues
- More people should be given or attend this training
- It has highlighted different abuses including Modern Slavery and my responsibilities as a manager
- I feel stronger and more able to voice concerns
- This course will help me to do a better job at all times
- I will involve clients in all safeguarding issues
- I can now look at things differently whilst doing home visits for the Royal Society for the Prevention of Cruelty to Animals
- I will not be silent and will report potential abuse that may be happening at the workplace and elsewhere



Safeguarding Adult Reviews

There are some circumstances when the Board must carry out a review of how everyone worked together with an adult with care and support needs in their area. This is so that everyone can learn from what happened and improve how they work in the future. This process is called a Safeguarding Adult Review.

A Safeguarding Adult Review is undertaken:

- If there is a reasonable cause for concern about the Board, members of it or other people who worked together to safeguarding an adult with care and support needs and
- An adult with care and support needs dies and the Board knows or suspects that their death resulted from abuse or neglect;
- or
- An adult with care and supports needs is still alive and the Board knows or suspects that the adult has experienced and was seriously injured because of serious abuse or neglect

We had no Safeguarding Adult Reviews start during this year.





What we want to do next year

We will be working as part of Shropshire Safeguarding Partnership (Children's) with the Community Safety Partnership to form a single governance structure. We think the benefits of doing this would be:

- To further improve the well-being of children and adults with care and support needs and the safety of the population of Shropshire
- Reducing silo working between key safeguarding partnerships
- Ensure Business Unit support for the Community Safety Partnership
- Introduce a consistent approach to the wider safeguarding agenda with an Independent Chair across all areas
- Work proactively as a joint Partnership on key issues that affect everyone

This change will help us to work in a joined-up way between our key Safeguarding Partnerships and it offers opportunities to:

- Understand risk for individuals, families and communities from an all age, family and community perspective
- Embed the concept that keeping our communities, adults with care and support needs and children safe, is everyone's responsibility.
- Plan our response to risk more efficiently and reduce duplication and share risk across the system

Our joint priorities will be:

- Domestic Abuse
- Exploitation
- Transitional Safeguarding

Our adult safeguarding priority will be:

- Self-Neglect

2020-21

Closing Statement from Shropshire Council's Cabinet member

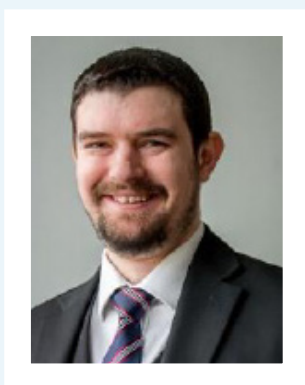
I hope you've enjoyed reading about the progress we have made this year. As you can see, all of our partners have been working hard to keep people as safe as possible. I'm particularly pleased to see their examples and to read about where they have really been able to make a difference to people's lives.

Some examples do make uncomfortable reading but this is a true reflection of the challenges that our staff and our partners have to undertake on a daily basis to keep the people of Shropshire safe from abuse and exploitation. I would like to thank everybody involved in this work on behalf of the people of Shropshire and to extend my own personal thanks to the Independent Chair, Ivan Powell, who brings a wealth of experience and a passion for this cause that makes Keeping Adults Safe in Shropshire Board as effective as it is.

Our training programme is a very important part of educating our staff and volunteers and I was very pleased to see how being on the courses had such a significant impact on those attending that they planned to change their behaviour and take action.

Next year will be a very exciting year as we bring our three most significant safeguarding partnerships together. I believe Shropshire is taking a very brave step in making these changes and I know we will be able to make an even bigger difference to our Shropshire families and communities.

Please make sure you play your part in keeping people safe from abuse and neglect and help us to stop it.



Thank you.

Councillor Dean Carroll,
Shropshire Council's
Cabinet member for Adult Social Care,
Health and Social Housing





**Keeping Adults Safe
in Shropshire**

Annual Report

2019 – 2020

