



Salford
**Safeguarding
Adults Board**

16th Annual
Report
2019 - 2020

1. Introduction from the Chair

Welcome to the 16th annual report of the Salford Safeguarding Adults Board (SSAB) which covers the period April 2019-March 2020

Following the positive feedback from last year's report we have decided to use a similar format to keep the report shorter and more concise.

Once again, I am very proud of the work of Salford's Safeguarding Adults Board and the strong partnership work that takes place here to protect adults at risk of abuse or neglect from harm. At the core of the board is the shared commitment of each agency to support Salford's people to live their lives free of violence, fear, abuse and neglect.

The Care Act requires us to set out our strategic priorities and in 2018 we published our three-year strategy for 2018-2021. This report includes updates on progress made over the last year against our strategic priorities. If you wish to read more about the current priorities, please visit our website.

https://safeguardingadults.salford.gov.uk/media/1017/1-5147-ssab-strategy-report_v4.pdf

I would also like this opportunity to welcome Jane Bowmer, our newly appointed Business Manager who came into post in January 2020. Jane qualified as a social worker in 2001 and has worked in both children and adult services. Jane has worked in Salford for the last 16 years as both a practitioner and manager so has extensive experience in safeguarding. I am looking forward to working closely with Jane and the rest of the SSAB team to continue to take forward the strategic priorities of the board.

If you have any suggestions about how we can improve this report, please do not hesitate to contact Jane at jane.bowmer@salford.gov.uk

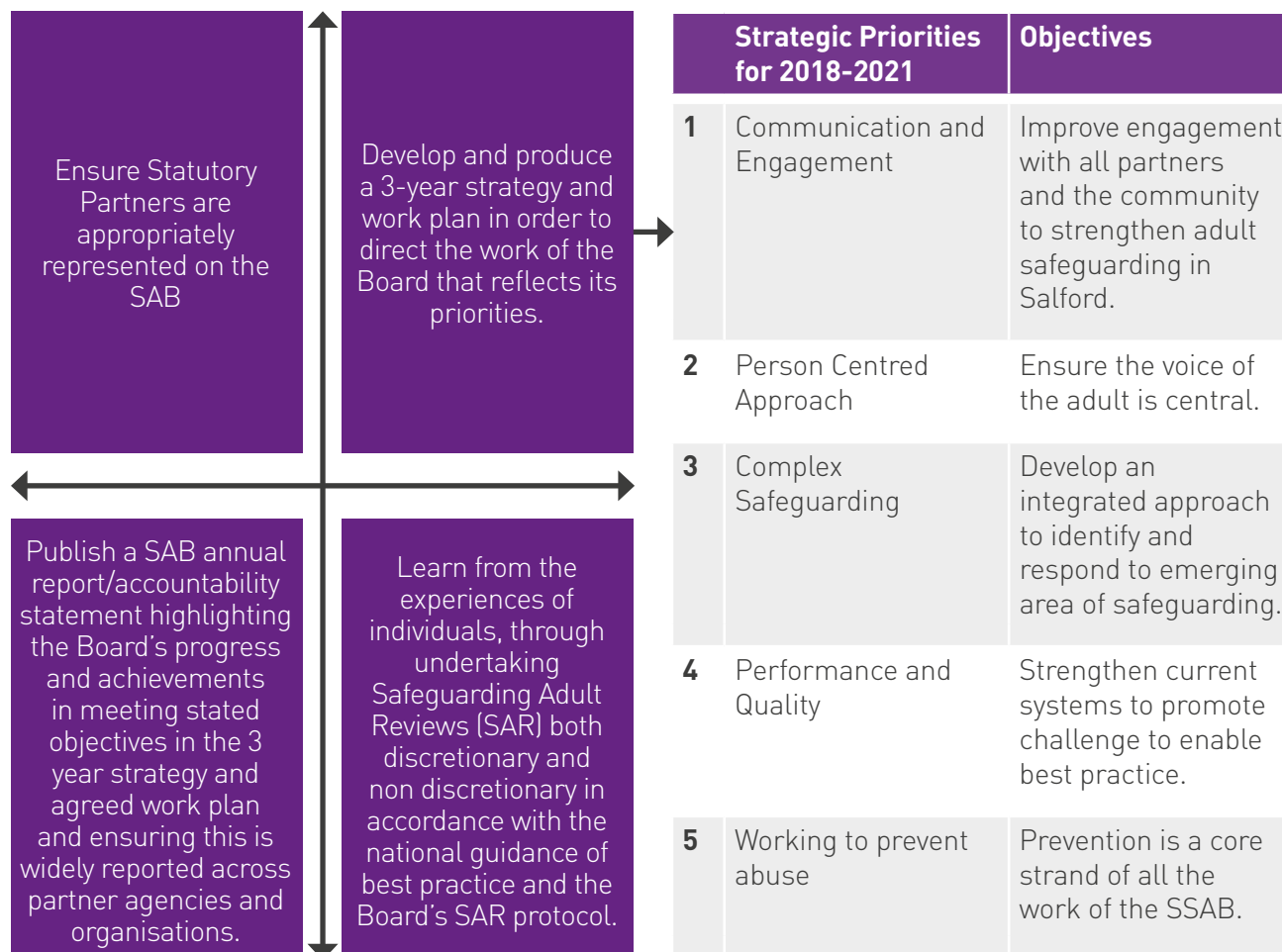
Dr Stephen Pugh

Independent Chair

Salford Safeguarding Adults Board

2. About the Salford Safeguarding Adult Board

The Board has a number of statutory duties as set out in the Care Act 2014.



Below are the agencies that are represented on the SSAB.



3. Our vision

SSAB has zero tolerance for abuse.

The board will:

- Ensure the voice of the people informs everything we do
- Respond to safeguarding concerns and provide the most effective safeguarding response possible
- Evidence how the SSAB is making a difference

Please see our website for more information about who is an adult at risk and different types of abuse.

<https://safeguardingadults.salford.gov.uk/for-the-public/what-is-abuse/>

4. Key principles of Safeguarding



For more information about the six safeguarding principles please see our website:

<https://safeguardingadults.salford.gov.uk/professionals/policies-and-procedures/safeguarding-policy/>

5. Multi-agency working

It is essential that all partners work together on safeguarding adult issues, working to a shared policy and procedure that enables a joined-up approach that keeps the individual at the heart of the process (The Care Act 2014 Statutory Guidance).

Salford Integrated Care Organisation

Salford has an Integrated Care Organisation: by bringing the services of GPs, nursing, social care, mental health, community-based services and voluntary organisations into a more joined up system this enables us to deliver more joined up services that are more person centred.



6. Statement of acknowledgement

The successful functioning of Salford Safeguarding Adults Board (SSAB) would not be possible without the committed involvement of our partner agencies.

The SSAB aims to strengthen relationships to ensure we are working together as efficiently as possible. The transparency and the generous sharing of information by our partners is integral to this approach.

7. Update on achievements

An important part of this report is to update you on what we said we would do and what we achieved during throughout the year:

Strategic Objective 1

Improve engagement with all partners and the community to strengthen safeguarding within Salford.

Communication and Engagement

We said we would develop new branding to raise awareness of adult safeguarding in Salford.

What we have done...

We developed new branding in consultation with our colleagues and with the community.

We held consultation sessions with six different community groups involving over 100 people.

We launched our new branding which included, new posters, a new leaflet and social media images during national safeguarding adult's awareness week.



◀ New branded posters.

Strategic Objective 2

Ensuring that the voice of the adult is central to safeguarding adults practice in Salford.

Person Centred Approach

We said we would have a range of ways that people and carers can give feedback so we can understand their experience of the safeguarding process and use this to improve our practice.

What we have done...

We have continued to collect personal stories from people who have been through the safeguarding process. Stories are shared with SSAB members and sub-groups. With consent, we used one of the stories that we had previously obtained, to raise awareness of the safeguarding process during Safeguarding Adults Awareness week. The story was used as a feature article in the Life in Salford magazine that is sent to all households. (See section on Safeguarding Awareness Week for a copy of the image).

Strategic Objective 3

Develop an integrated approach to identifying and responding to emerging areas of safeguarding practice across Salford.

Complex Safeguarding

We said we would establish a sub-group across adults and children and a programme of work to address emerging issues such as modern-day slavery.

What we have done...

SSAB has regular attendance at the complex safeguarding sub-group which meets on a bi-monthly basis and work is taking place to ensure the voice of the adult is heard. The terms of reference has been amended to represent it's a joint work stream for adults and children.

Strategic Objective 4

Strengthen systems to understand our safeguarding data to promote challenge, enable best practice across partners and evidence making a difference.

Performance and Quality

What we said...	What we did...
<p>Peer review</p> <p>Gather feedback on how effective the safeguarding adults' board is.</p>	<p>A team from Yorkshire and Humber ADASS (Association of Directors of Adult Social Services) carried out a peer challenge (site visit 4 and 5 April 2019). The aim of this was to help us understand what we are doing well and what we need to improve. We received some really positive feedback and some suggestions of areas that we can focus on improving.</p> <p>A development day was held with board members to consider the recommendations, the SSAB action plan and any additional work required. Work to raise awareness of the SSAB has begun, a review of SSAB sub-group structure and resources has taken place and an induction for SSAB members has now been introduced. Longer term actions have been added to the SSAB work plan for 2020-2021.</p> <p>View full peer review https://safeguardingadults.salford.gov.uk/media/1016/peer-review-report-accessible.docx</p>
<p>Deliver the plan of work</p> <p>Ensure that the Safeguarding Effectiveness (formerly Performance and Quality) sub group of the board delivers on its work plan to analyse data relating to safeguarding in Salford. The findings from this work will then inform the work of other groups to improve practice and outcomes for individuals.</p>	<p>The sub group meets every 3 months and reviews a dashboard which includes a range of data relating to safeguarding performance.</p> <p>The sub-group has been supported by an independent consultant to strengthen the current safeguarding effectiveness framework, introduce new documents to support this and better align this with children's safeguarding effectiveness arrangements.</p> <p>For more information on what the data tells us about safeguarding in Salford please see the summary report.</p>
<p>Cross board governance</p> <p>Continue to align the work of the strategic boards to ensure efficient and effective working of cross cutting areas of practice</p>	<p>An interboard protocol has been produced which sets out how the four core strategic boards will work together (SSAB, Safeguarding Children's Partnership, Community Safety Partnership and the Health and Wellbeing Board). The aim of the protocol is to maximise opportunities for information sharing, joint working and reducing duplication of efforts wherever possible. The independent chairs and business managers continue to meet regularly.</p> <p>Please see www.partnersinsalford.org/media/1428/salford-interboard-protocol-revised-final-october-2019-v45-31-10-19.pdf</p>

Strategic Objective 5

Prevention is a core strand of all work of the SSAB including a focus on multi-agency training for identified areas of practice.

Working to Prevent Abuse

We said we would implement a training strategy for the SSAB to offer appropriate training to partner.

Self-Neglect and Mental Capacity

We said we would identify additional measures to address this area of practice effectively (e.g. training, amendments to policy or review of services available)

What we have done...

Following a Safeguarding Adult Review of 'Andy' we have been working to strengthen our response to people who are self-neglecting. A task and finish group was established to develop an escalation process for those who are self-neglecting and are putting themselves at high risk of harm due to this.

To take training forward, the strategic workforce development sub-group was established as a joint sub-group. A new chair was appointed from the voluntary and community sector. The terms of reference for the group was reviewed and a joint strategy was developed.

It was through a number of work streams that the Mental Capacity Act was identified as a priority area for training. Funding was used to commission Aftathought to deliver theatre-based training to 236 professionals from across Salford. A wide range of statutory, non-statutory and voluntary sector organisations were represented, and the sessions were extremely well received with 99% rating the event as 'good' or 'excellent'.

In addition to this, a further 38 people attended a Mental Capacity Act Legal Literacy Training which was also commissioned.



Training session ▲

8. Safeguarding Adults Awareness Week 18 to 24 November 2019

Lots of activities took place during the first national Safeguarding Adults Awareness week and it was used to launch the SSAB's new branding.

Salford Civic Centre was lit up purple (SSAB's new branding colour) to mark the start of the week and photos were shared on Twitter and Facebook.

New posters were sent out to all GP practices, Care Homes and Pharmacies. They were also displayed by various partners, including in the hospital, libraries, leisure centres, housing, provider services and voluntary sector services.

Elsie story (name changed but this is based on a real person story) featured in Life in Salford Magazine which goes to all households in Salford.

Information was included in staff bulletins and on the home screen when staff logged into IT equipment.

Partners created and displayed digital messages. Lots of partners held purple themed activities from crafts to baking to raise awareness of safeguarding. Others displayed posters and gave talks on specific subjects such as falls prevention and scams.



Salford Civic Centre lit up purple ▲



Article in Life in Salford ▲

9. Learning lessons: Safeguarding Adult Reviews (SARs)

The purpose of a SAR is not to hold any individual or organisation to account but to learn lessons when an adult in its area dies as a result of abuse or neglect, whether known or suspected; and

- there is concern that partner agencies could have worked more effectively to protect the adult.

OR

- an adult in its area has not died, but the SAB know or suspects that the adult has experienced serious abuse or neglect.

SAR Andy – completed in January 2019, the action plan continues to be implemented with the agreed learning on fluctuating mental capacity, managing individuals who self-neglect and working with multiple complex needs.

A programme of work has been ongoing to address the recommendations. This has included producing and sharing the learning via a 7-minute briefing. A task and finish group was established to review and strengthen the arrangements for how we respond to and escalate concerns regarding those who are high risk due to self neglect.

SAR / DHR Peter – A joint Safeguarding Adult Review / Domestic Homicide Review commenced following the tragic death of Peter. Peter was murdered by a 'friend' who had moved into his property and was exploiting him. The review has been undertaken; the timescales of the review have needed to be extended for a number of reasons including the COVID-19 pandemic which resulted in the review being suspended for a number of months. In respect of this reporting year, the review has been ongoing and aims to be completed September 2020.

SAR ERIC - A SAR referral was received following the death of an elderly male who took to his bed and refused to eat. Concerns were identified by the panel regarding how agencies worked together to assess Eric's mental capacity and mental health. A review was commissioned in December 2019 but work on the review was suspended temporarily due to COVID-19 and is due to be completed in October 2020.

For further information regarding SSAB Safeguarding Adult Reviews please refer to the webpage:

safeguardingadults.salford.gov.uk/safeguarding-adult-board/safeguarding-adult-reviews/

10. Partners Contributions

Salford Care Organisation

- Communication and engagement commenced in Neighbourhood leadership team meetings with leadership teams including community volunteer groups, GP'S, district nurses and adult social care workers.
- Practice provider enquiry reports, which were trialled in the previous year, have now become standard practice in the care homes for lower threshold safeguarding cases.
- Seeking feedback on outcomes has improved and 87% of service users were asked for their outcomes, the average in England is 77%. Outcomes show that 63% of services users feel that their identified outcomes following safeguarding were fully achieved which is an increase from 54% the previous year.
- The self-neglect tool kit is intended to be an early identifier of adults at risk of self-neglect. This is being piloted in the Broughton area and developed by the neighbourhood leadership team.

Greater Manchester Police

- Salford has a multi-agency Complex Safeguarding Hub based at Swinton Police Station with the police side of the hub investigating all exploitation regardless of age.
- GMP launched a new Integrated Operations Policing System (IOPS) in July 2019 merging a number of dated computers systems into one format. There have been a number of challenges however the system is now far more reliable than previous systems and going forward will provide accurate performance data
- A review team have been looking at the effectiveness of the merge of the CID (Criminal Investigation Department) and PPIU (Public Protection Investigation Unit). Work has been ongoing and recommendations are expected to be presented to the GMP Vulnerability board in the summer 2020.

NHS Salford Clinical Commissioning Group (CCG)

- Evidence and action plans are being scrutinised by the Designated Nurses where full compliance with contractual standards is not achieved. There are currently no identified safeguarding concerns with CCG providers.
- 100% of GP Practices have returned and completed the annual Safeguarding Quality Improvement and Assurance tool for 2019-20 which was included within the Salford Standard Contract.
- The CCG required all practices to achieve a minimum of 80% of all Practice staff trained in Adult Safeguarding (Level 2) and 80% of all GPs, Advanced Nurse Practitioners and Practice Nurses trained in Level 3 Adult Safeguarding.
- In 2019-20 the CCG expected a minimum of 80% of GPs, Advanced Nurse Practitioners and Practice Nurses to complete both Prevent and MCA / DOLS training.
- CCG staff compliance with Level 1 Safeguarding Adults training has been recorded at 97.4% during 19/20.
- Salford CCG has maintained its rating of 'outstanding' by NHS England.

Salford Royal NHS Foundation Trust

- The Adult Safeguarding team have strengthened working practices with the Salford based Nursing Assessment Accreditation System (NAAS) Community Assessment Accreditation System (CAAS) nursing team.
- Specialist Nurse Safeguarding Adults and Domestic abuse lead delivered bespoke training to over 60 staff members within the A&E (Accident and Emergency) department which included recognition of domestic abuse and Mental Capacity Assessments
- The introduction of a 7 day and 28 day DoL (Deprivation of Liberty) notification pathway has resulted in an increase in receipt of the Standard Authorisations across the Salford footprint
- A non-concordance pathway has been developed. The challenge and priority for 20/21 is to have the non-concordance pathway embedded in everyday practices across the Northern Care Alliance for both the acute and community settings in each organisation.

Greater Manchester Fire and Rescue Service

- Following two fatal fires, a bespoke partnership project was set up between GMFRS and Salford Adult Services in order to safeguard over 250 vulnerable individuals who were identified as being at an increased risk of dying in a fatal fire.
- Over 250 individuals who were heavy smokers, unable to self- evacuate, on a care package and receiving care on call service were identified
- Over 200 enhanced safe and well visits with a social worker took place.
- Over 100 care workers received Training and Awareness on Safe and Well visits and general Fire Safety Prevention

NHS Greater Manchester Mental Health

- GMMH Annual Reports have been published to inform users about aspects of safeguarding activity at national, regional and local level.
- GMMH have developed a safeguarding dashboard, which provides corporate and managerial oversight of key themes and trends.
- After the delivery of GMMH Safeguarding training (level 2 and up) delegates are asked to evaluate their confidence, skills and knowledge in relation to the training objectives.
- Everyone who completed the audit noted an improvement in their knowledge immediately following the training, no one rated that it had remained the same or less, with the average increase.

Salford CVS

- CVS delivered a workshop on Complex Safeguarding through our VOCAL Forum, which was attended by over 30 VCSE organisations
- During 2019 – 2020 we delivered 5 sessions to multi agency groups across the city and 3 sessions to single agencies in the homeless sector.
- This policy has now been developed alongside an “Introduction to Adult Safeguarding” training session. We plan to implement these to the first of our groups in the next 2 months and this will be a priority into 2021 to ensure our smaller groups have access to this smaller policy and training.

Age UK Salford

- 2,500 Salford residents have been engaged in awareness raising activity
- 2,200 have had conversations about good nutrition and hydration.
- 778 of those were found to need to gain weight and received advice and signposting to enable them to do so.
- Evaluation from the University of Manchester found, that 81% of people had a positive outcome 12 weeks after this intervention

11. Salford Care Home Quality Improvement Network (QIN)

The Quality Improvement Network (QIN) brings together managers from the services that work with care homes from the council, CCG, GMMH and Salford Care Organisation as well as the CQC Inspection Manager. The QIN was jointly chaired by the Director of Quality and Innovation at Salford CCG and the Director of Adult Social Care (Resources) of the Salford Care Organisation. It was meeting regularly to share information on care homes and supports them to make improvements, however the QIN has been suspended due to the COVID-19 pandemic. Prior to this, the QIN has continued to drive improvements in this sector.

- As of 1st April 2020, Salford was ranked at 51st out of 150 Local Authorities, a significant improvement from 85th in April 2019
- The number of care homes rated good had grown to 33 and the number ranked as requires improvement had reduced to 8 (12 in Jan 2018)
- No homes were graded as outstanding or as inadequate, however two homes had one domain rated outstanding. These were the first two care homes to achieve this rating in Salford.

12. Deprivation of Liberty Safeguards (DOLS)

The Deprivation of Liberty Safeguards (DoLS) is a scheme to protect the human rights of Salford's most vulnerable citizens. They apply to people living in care homes or receiving treatment on hospital wards who lack the mental capacity to agree to be there, who are under continuous supervision and control (for their safety and care), and would be at serious risk should they attempt to leave the hospital or home on their own.

The safeguards ensure that any interference with the person's right to liberty under the European Convention on Human Rights meets the following conditions:

- It is in the person's best interests
- It is necessary to prevent harm to the person
- It is proportionate to the harm that is being prevented

More information about DoLS can be found here.

<https://safeguardingadults.salford.gov.uk/professionals/mcadols-resources/>

DoLS activity in Salford

In 2019-20, Salford City Council assessed 2,143 applications for DoLS, including 600 cases in which DoLS was already in place and a further DoLS authorisation was requested. This is an overall increase over the previous year of 14% (1,878 applications). The rate of increase has slowed since the Cheshire West judgment of the Supreme Court in 2014. However, numbers continue to rise and Salford has seen an increase of 70% in the past three years.

Impact of COVID-19 on DoLS

The end of the period under report saw the onset of the COVID-19 pandemic. The Salford MCA / DoLS team continued to provide a DoLS service in accordance with the government guidance and Court of Protection case law. The team contributed to the development of guidance for writing DoLS reports which was circulated across the country by the National DoLS leads network and endorsed by the Court of Protection.

13. Changes to legislation

The Mental Capacity (Amendment) Act 2019 will replace DoLS with a new scheme of Liberty Protection Safeguards (LPS). LPS will apply to anyone aged 16 and upwards who lacks capacity to make decisions about their care, and whose support plan includes restrictions that amount to a deprivation of liberty.

The Department of Health and Social Care had originally planned to introduce LPS in October 2020. A Code of Practice and regulations were being developed, to which the MCA / DoLS Manager in Salford contributed. Locally, a steering group has been established involving all 'responsible bodies' in the city (the local authority, children's and adults social care, Salford Care Organisations, CCG and GMMH). Due to the COVID-19 pandemic, the implementation of DoLS has now been delayed.

Care Act Easements

Towards the end of the reporting period the UK had to deal with the COVID-19 pandemic and government issued emergency legislation.

The Coronavirus Act 2020 allows local authorities to make some changes (known as 'easements') to how they implement the Care Act and other legislation during the COVID-19 emergency.

Duties that will not be affected by the Coronavirus Act 2020

- Duty to promote individual well-being (Care Act section 1)
- Duties to provide information (Care Act section 4)
- Duty to safeguard adults at risk of abuse (Care Act section 42)
- Duties under the Mental Capacity Act 2005
- Duties under the Equalities Act 2010, particularly the public sector equality duty in section 149.

The impact this legislation had in Salford will be reported further in the 2020/2021 annual report.

14. Moving forward for 2020/2021

- Towards the end of this reporting year the country was at the start of the COVID-19 pandemic which had a significant impact on how business as usual was delivered and the impact on safeguarding. This will be reported in greater depth in the 2020/2021 annual report
- The SSAB will commence the consultation period and work to update the SSAB Strategy for 2021-2024
- SSAB newsletter is planning to be launched which aims to be a source of information for all stakeholders in Salford
- The SSAB will be launching a new website which will meet the accessibility requirements whilst offering a great resource of information for both the public and professionals across all stakeholders
- Adult social care is currently working towards updating the client information recording system, the move from CareFirst to Liquidlogic was originally scheduled for April 2021 but due to COVID-19 it had to be delayed with the aim of launching August 2021. The change of the system with further enhance governance and assurance of reporting safeguarding activity within Salford.