

Salford
**Safeguarding
Adults Board**



17th Annual
Report
2020 - 2021

1. Introduction from the Chair

Welcome to the 17th annual report of the Salford Safeguarding Adults Board (SSAB) which covers the period April 2020-March 2021.

I cannot begin this introduction without mentioning the COVID-19 pandemic which has meant that this has been an extremely challenging year for everyone. We have faced unprecedented restrictions on our freedoms and significantly changed how we work both individually and together as partners. This has created some real challenges, particularly for those on the front line, supporting and protecting adults at risk of abuse and neglect.

I am extremely proud and humbled by how people in Salford have responded to this situation. Partners have come together to ensure that Salford's most vulnerable adults have been supported throughout these most difficult times. Many services have continued to operate 'as usual' ensuring that work to safeguard adults at risk has continued. Partners have found new ways of working together and I am pleased to report that the board's programme of work has continued to be delivered.

The Care Act requires us to set out our strategic priorities and in 2018 we published our 3-year strategy for 2018-2021. This annual report includes updates on progress made and celebrates our achievement over the last year. I am also pleased to update that we have produced our new 3-year strategy for 2021-24 which builds on our successes and aims to further strengthen and improve the work of the Salford Safeguarding Adults Board.

I am looking forward to working with Jane Bowmer, the SSAB Business Manager, the SSAB Team and board members to drive forward the work of the board and deliver on our new priorities.

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

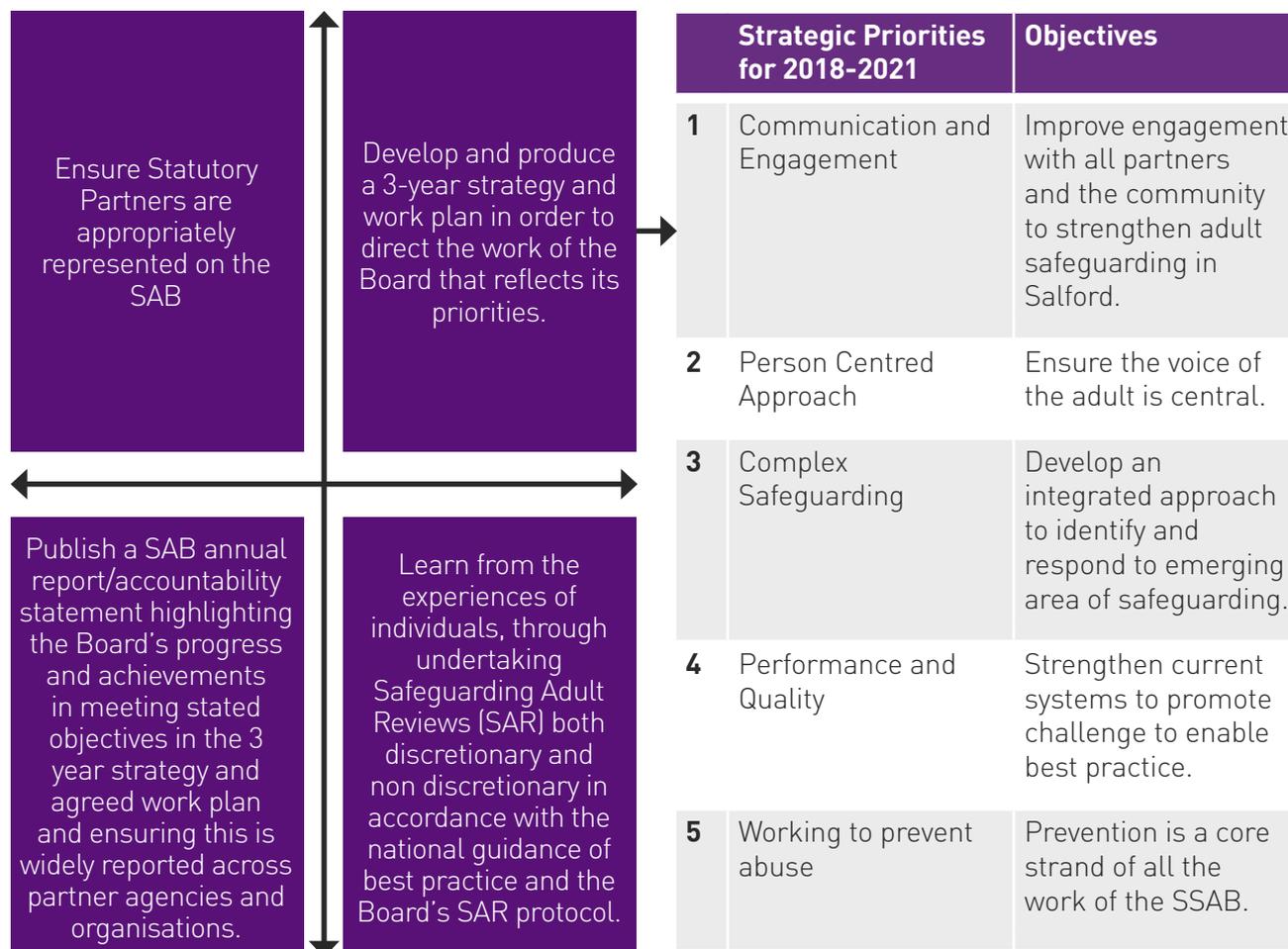
Dr Stephen Pugh

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.



For a copy of the strategic priorities for 2018-2021 safeguardingadults.salford.gov.uk/media/1136/1-5147-ssab-strategy-report_v4.pdf

Below are the agencies that are represented on the SSAB.



For more information about Salford Safeguarding Adults Board can be found on our website safeguardingadults.salford.gov.uk

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 14.137).

Salford Integrated Care Partnership

Salford has an Integrated Care Partnership: 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.



Throughout the reporting period, the COVID-19 pandemic has impacted on working practices of some multi-agency partners, much more than others. Professionals in many front-line services have continued to operate in the same way throughout, potentially putting themselves and their families at increased risk, in order to care for or protect the public. However, for others, the way they work has changed completely with many professionals working remotely and extensive reliance on video conferencing technology to enable multi-agency communication and collaboration.

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

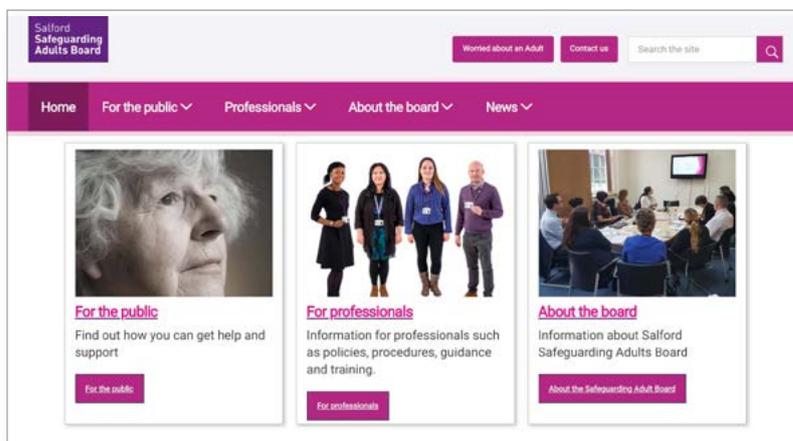
An important part of this report is to update you on what we said we would do and what we have achieved during the last 12 months.

Strategic Objective 1 – Communications and Engagement

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

What we have done...

We said we would develop a new website



We developed and launched a new accessible website which is much more user friendly and easy to navigate. The website was launched in September 2020.

The new website has seen an increase in page visits of 37%. There were 10,578 page views between October 2020 and March 2021 compared with 7,702 during the same period during the previous year.

What we have done...

We said we would raise the profile of the SSAB and its work

In April 2020, we launched a new SSAB Latest News bulletin. This is sent out quarterly by e-mail and provides local and national information on safeguarding, updates regarding Safeguarding Adult Reviews published, new 7-minute briefings and training opportunities.

All **SSAB Latest News bulletins** are available on the SSAB website.

Two additional SSAB Latest news bulletins were published, one in November 2020 to coincide with Safeguarding Adults Awareness Week and, one in March 2021 to promote national Social Work Week and launch the new High Risk Advisory Panel (see Strategic Objective 3).

We have also introduced a monthly Chair's update which ensures the Independent Chair of SSAB is fully sighted on all the work of the SSAB and support team.

We used Safeguarding Adults Week to raise awareness of safeguarding with both the public and professionals

Salford Safeguarding Adults Board Latest News

This was more challenging this year due to the ongoing pandemic and restrictions on activities that could take place.

Salford Civic Centre was lit up purple to mark the start of the week and we ran a social media campaign which saw 18 messages published across Salford City Council's Facebook, Twitter and LinkedIn channels. SSAB members and partners were asked to share the messages giving the messages a huge reach.

Salford City Council included updates in the Chief Executive's bulletin that went out to all staff and information on screen savers when staff logged into their IT equipment.

Pop-up banners (see image) were produced jointly with the Safeguarding Children's Partnership and Community Safety Partnership. These were displayed in the local Gateways across the city.



Strategic Objective 2 - Person Centred Approach

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

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...

The SSAB continues to be very clear that the voice of the adult remains paramount and central to everything we do so capturing the person experience is very important to ensure we understand how they felt and what it was like to go through the process, to ensure the needs of adults are met and enable services to improve.

We have continued to collect the experiences from people who have been through the safeguarding process, but this continues to be a challenge.

As a result, we are exploring a new process to try and increase the number of people who engage with this process.

The person experiences are shared with SSAB members and sub-groups.

A new template has been developed to capture the views of the adult and to evidence where the views of the adult has been shared and what action is being taken to implement any learning or positive change.

Work is ongoing to enhance the SSAB website to ensure the section for the public is accessible and has a good source of information which is clear, easy to read, and avoids using jargon.

It is recognised that an important part of the Safeguarding Adult Review (SAR) process is to ensure the voice of the adult and/their carer or representative is heard and they have an opportunity to engage in the review process. This is part of the SAR policy and procedure, and every effort is made to obtain it where possible.

Strategic Objective 3 – Complex Safeguarding

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

We said we would establish a sub-group and a programme of work to address emerging issues.

What we have done...

SSAB has continued to have regular attendance at the Complex Safeguarding sub-group and operational group which meets on a frequent basis and work is continuing to ensure the voice of the adult is heard and represented through all strands of complex safeguarding and the joint strategy.

A lot of work has been done in 2020/21 to strengthen the voice of the adult which includes developing a joint complex safeguarding strategy which reflects the journey of the person from childhood, through transition and into adulthood.

The SSAB has started to focus on four areas of complex safeguarding for adults which will be:

- Modern Day Slavery
- Human Trafficking
- Criminal Exploitation
- Sexual Exploitation

SSAB has started to have representation at the Greater Manchester Partnership Group which has enabled the Safeguarding Effectiveness Subgroup to have access to data regarding Modern Slavery.

We said we would implement new High-Risk Advisory Panel (action identified from SAR Andy and Eric)

What we have done...

SSAB is pleased to be introducing this new approach to support professionals who are dealing with complex and high-risk cases. The Care Act 2014 recognises self-neglect as a potential safeguarding matter and there are occasions where adults who have care and support needs and have mental capacity will self-neglect and/or put themselves at risk of severe harm or even death. Such cases can present a real challenge partners who are trying to work with and support them.

This new High Risk Advisory Panel which was launched in March 2020 aims to provide a multi-agency risk enablement approach to offer advice and support in cases where single or multi-agency responses have been unable to reduce the level of risk, whilst empowering the adult and recognising their human rights.

Strategic Objective 4 – Safeguarding Effectiveness

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

What we have done...

Work has continued in 2020-21 to strengthen the safeguarding effectiveness sub-group (SEG) through work to improve the safeguarding dashboard and the safeguarding effectiveness framework.

The Safeguarding Effectiveness sub-group monitors safeguarding data to identify any emerging trends and to influence positive changes in safeguarding practice in the city.

Statistical data is reported separately in the one-page summary version of the annual report.

Throughout this financial year, the sub-group has monitored the impact of the pandemic and in particular, national restrictions on safeguarding concerns and referrals. The early part of the year led to concerns of a reduction in safeguarding referrals and this was thought to be due to many activities not taking place and reduced contact with professionals. This led to increased communications done jointly with the Safeguarding Children's Partnership and the Community Safety Partnership to remind people about being vigilant and reporting any safeguarding concerns. Since restrictions have eased, referrals have increased.

Work has been ongoing to improve the safeguarding dashboard, by moving it onto Power BI. This is a more modern application, that has much greater capability to analyse the data and produce reports etc. Further work will take place in 2021-22 to finalise this, once Adult Social Care have implemented Liquidlogic, their new case management system.

Work has also begun to explore wider partnership data that could be accessed by the group and to establish a programme of multi-agency audits.

This year has also seen the first local thematic report for SARs (including SAR Referrals) being produced, which has been extremely well received and will be repeated in future.



Strategic Objective 5 - Working to prevent abuse

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

Self Neglect and Mental Capacity – We said we would identify additional measures to address these areas of practice.

What we have done...

As with many things, the COVID-19 pandemic had a significant impact on training delivery during early 2020. Lockdown restrictions and the mandate to work from home meant that no face-to-face training could take place and required a shift to virtual training delivery.

Work took place to adapt the Domestic Abuse training package due to immediate concerns regarding the impact of restrictions on domestic abuse. This was made available on the SSAB website. Domestic Abuse training was delivered virtually in September and November 2020 with 67 people attending over both sessions.

Mental Capacity Act Legal Literacy Training was commissioned, and this took place in November with 75 people attending. The training used SAR Eric's story to explore this complex subject.

In January 2021, Greater Manchester Police Victims' Services Hub delivered Stalking Training which was attended by 51 professionals from a range of agencies.

In February 2021, a virtual learning event was held to share the learning from SAR Eric. This event was extremely well attended with 122 professionals from across a wide range of agencies.

The use of virtual technology reaped some real benefits in that a large audience could be easily reached without some of the challenges of organising a face-to-face event. It was accessible to practitioners and was received well. In addition, the event was recorded and this enabled practitioners who were unable to attend to watch the recording afterwards. Some excellent feedback was received and the SSAB is keen to continue using this model for sharing learning in future.

7-Minute Briefings

We have continued to build our library of **7-Minute briefings** which can be used by staff to discuss a particular topic with the teams. These can be found on our website and have included:

- Cuckooing
- Domestic Abuse
- Lasting Power of Attorney
- Mental Capacity Act
- Prosecution under the Mental Capacity Act
- Safeguarding Adult Reviews
- Safeguarding for Volunteers

We have also produced a 7-Minute briefings to share learning from the Safeguarding Adult Review 'Eric'.

8. 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 knows or suspects that the adult has experienced serious abuse or neglect.

Salford has a local SAR policy and procedure. This has been reviewed and updated to align with the Greater Manchester SAR policy, to streamline the process and introduce documentation to evidence actions and decision making taken by the SAR Panel and the SSAB.

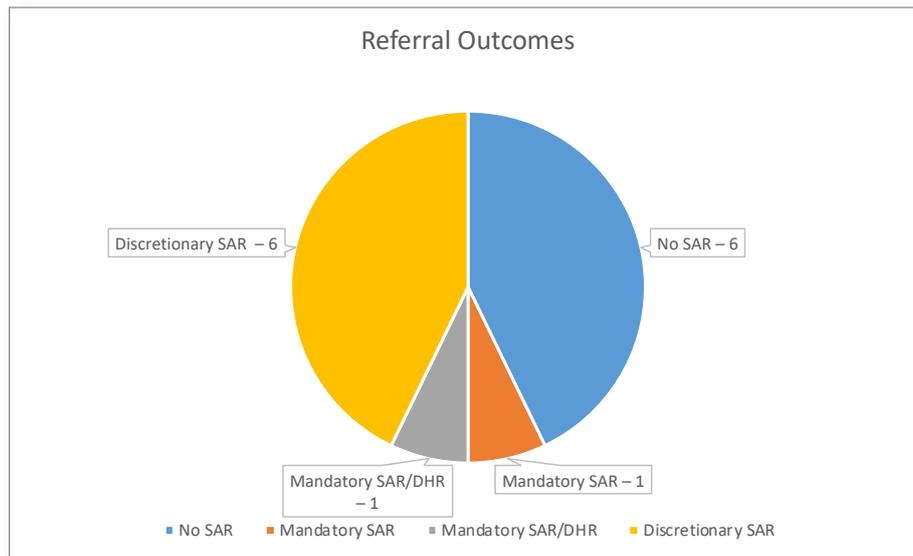
The SAR Panel moved to monthly meetings to ensure regular discussion and timely decisions are made for new referrals. This has proved successful.

It's important to learn when things haven't gone well but it's equally important to learn from when things have gone well, so a part of the SAR Policy Review, Positive Outcome and Good Practice Review Guidance has been developed. This has communicated across agencies in the SSAB Latest News and on the SSAB website.

All partners of the Salford Safeguarding Adult Board are clear about their responsibilities to learn from experience and improve services as a result. Findings from Safeguarding Adult Review (SARs) are an essential part of this process and provide us with an opportunity to reflect and learn so in this reporting year we held our first thematic review.

The thematic review is going to be used by the members of the SSAB to assess, understand and examine current or emerging themes and trends from the SARs undertaken for the reporting year and over a longer period of time.

In 2020/2021, Salford has seen an increase in SAR referrals, with 14 referrals received. The outcome for those referrals are shown in the graph below:



Mandatory SAR - A SAR must be commissioned if there is a statutory requirement to do so when all the criteria and conditions have been met.

Discretionary SAR - A discretionary SAR may be needed where part of the criteria/conditions have been met and the panel feel there is multi agency learning.

DHR - Domestic Homicide Review – A review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from abuse or neglect by- a) a person to whom he was related or with whom he was or had been in an intimate personal relationship, or b) a member of the same household as himself, with a view to identifying lessons to be learnt from the death.

Overview of SARs in Salford

Mandatory SARs

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 High-Risk Advisory Panel has been developed and was launched in March 2021 which has strengthened the arrangements for how to manage the most complex individuals.

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. The report was completed in September 2020 and submitted to the Home Office Quality Assurance Panel and it was due to be considered by them in April 2021.

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 was completed in October 2020. A wider learning event was held virtually to share the learning which was attended by 122 people. Further work is ongoing to ensure all learning is implemented into practice.

Kannu – referral was received relating to a female who moved into a care home at the stage of the COVID-19 pandemic, within a short period of time she expressed a wish to return home. Sadly, Kannu died before she could return to her own home. An Independent Reviewer has been commissioned to lead the SAR which will review what happened during the last 18 months of her life and identify any lessons that can be learned.

Joint DHR / SAR - a referral was received regarding a young mother who took her own life. A decision was made that a joint SAR / DHR was needed to review the circumstances prior to her death. This complex review is ongoing and involves a number of agencies across different countries.

National Learning from SARs

It is important to acknowledge that within this reporting year, the national research on Analysis of Safeguarding Adult Reviews April 2017–March 2019 was published. This has been the first national piece of research relating to this subject matter. The findings and recommendations aim for sector-led improvement.

To recognise the recommendations and embrace the learning, there have been workstreams set up both locally and within Greater Manchester.

Locally within Salford, the process of how Safeguarding Adult Reviews are managed has been reviewed and streamlined with supporting documentation introduced so that it clearly evidences any decision making and ensures transparency throughout the review process, with the principles of Making Safeguarding Personal embedded throughout, including engaging with the adult or their representative.

For further information regarding SSAB Safeguarding Adult Reviews please refer to the webpage: <https://safeguardingadults.salford.gov.uk/safeguarding-adult-board/safeguarding-adult-reviews/>

9. Partners Contributions



Greater Manchester Police

- GMP has recently appointed a new Chief Constable and has increased the number of territorial areas from 4 to 6. Salford is now an area in its own right, rather than being clustered with Trafford and Stockport as it was previously.
- GMP has held several live Q and A sessions via social media. The most recent one in March was on domestic abuse.
- The Detective Chief Inspector attended at the Independent Advisory Group (IAG) in November 2020 to present on Domestic Abuse. The IAG is a group of people who represent the local community.
- GMP has delivered think victim training to over 90% of the workforce. This training puts the victim at the centre of everything we do and makes clear what the public can expect from the police.
- A peer review of the Salford Complex Safeguarding Hub was completed within this year, Salford's feedback was 'amazing' in almost all the areas covered within the feedback. Further work is ongoing to strengthen the offer around Adult Complex Safeguarding.
- Several audits have been completed throughout the year resulting in significant changes and investment in staff within these areas. GMP has developed a minimum standard of triage of all adult safeguarding incidents, this enhanced triage is completed by specially trained officers within the Bridge (multi-agency triage arrangements). To support this Salford has significantly increased the number of police officers within these roles.
- An audit was completed in relation to domestic abuse, victims not supporting a prosecution and the use of body worn video footage. Salford had mainly positive results, feedback was provided to officers within the scope of the audit. This audit has been used to support changes to the Force Domestic Abuse Policy which is in draft stage.
- Every incident coded with a vulnerability code is reviewed within 24hrs by a specially trained officer.
- ISR2 is a force review into the merger of the Public Protection Investigation Unit (PPIU) and Criminal Investigation Department (CID). The recommendation of this review is to create dedicated Child Protection Investigation Units and dedicated Adult Safeguarding Units. The formation and implementation of these teams is expected to take place throughout summer 2021.

SRFT Adult Social Care has taken a number of actions to promote safeguarding, address strategic priorities and respond to the demands of COVID-19.

Communications

- ASC introduced link workers for each care home and is holding regular care home forums to share best practice and disseminate key information.
- Monthly meetings take place between Principal and Team Managers to discuss focused and consistent practice.
- Briefings on government COVID guidance have been developed and circulated across providers as appropriate to support particular aspects of practice e.g. application of the Mental Capacity Act.
- Communications relating to safeguarding practice have been circulated and raised in team managers meetings for communication to all staff.
- Working closely with Domiciliary Care Providers where there have been increased concerns with particular providers.
- Adult Social Care contribute to all the subgroups of the SSAB to support partnership working.

Person Centred Approach

Work to ensure that a person-centred strength-based approach has been taken for all Adult Social Care practice relating to safeguarding. Adult Social Care workers have been briefed in this model of work to ensure it is at the core of their practice with a focus on the following:

- Audits of safeguarding taking a person-centred approach.
- Feedback from people who have experienced a safeguarding enquiry
- Teams have worked creatively in attempt to enable adults or their representative to participate in case conference meetings where possible, however this has been particularly challenging due to the pandemic.
- Changes to electronic recording system (CareFirst).
- Recognising the need for an advocate and recording this.
- Focussed work to improve the safeguarding response for people who are homeless.
- Development of a new panel for high-risk cases.

Complex Safeguarding

- ASC now attends the Salford Complex Safeguarding subgroup of the SSAB and Safeguarding Children's Partnership to support the development of this area of safeguarding work.
- ASC has supported the development of the Safeguarding Transitions pathway that has been developed and the Transitions team will have a key role to play in the implementation of this pathway.

Safeguarding effectiveness

- The Principal Manager and the Head of Service both attend the Safeguarding Effectiveness subgroup. During this last reporting year, processes have been put in place for ASC to monitor data on a monthly basis. A regular monthly meeting with the Business Intelligence team has been established.
- Targeted audits have taken place this year such as an audit of safeguarding referrals made by NWS – this work led to improved working with this partner agency.

Prevention

- A working group has been set up to review and address identified issues to respond to safeguarding concerns relating to people experiencing homelessness.
- ASC has increased their attendance at MARAC meetings with all advanced practitioners attending this meeting.
- ASC staff have attended SAR panels and contributed to SAR reviews and attended training delivered by the SSAB in response to identified lessons from SARs e.g. the MCA training.
- During this last year, with limited face-to-face visits of adults at risk, staff have worked closely with colleagues to ensure that as far as possible any visit undertaken by a professional can feedback to support ASC assessments and safeguarding work.



Clinical Commissioning Group (CCG)

The CCG delivered the IRIS (Identification and Referral to Improve Safety) domestic abuse programme. Feedback from patients who had accessed support via the programme was extremely positive. Respondents said they felt, pleased that their doctor / nurse asked them about domestic abuse and that they had been referred to a specialist domestic abuse worker.

The CCG introduced a new template for Learning Disability Health Checks in July 2020 across all Salford GP practices. Salford achieved a 72% uptake of the annual health checks this year which exceeded the national average.

100% of GP practices have completed the annual Safeguarding Quality Improvement and Assurance tool for 2020-21 which was included within the Salford Standard Contract.

CCG safeguarding training resumed in October 2020 and this was delivered virtually via Microsoft Teams. The CCG has maintained the required percentage of training achieved despite COVID-19.

The CCG continued to enhance the expectation around adult safeguarding training within the Salford Standard with a requirement of all practices to achieve a minimum of 85% of all practice staff trained in Adult Safeguarding (Level 2) and 85% of all GPs, Advanced Nurse Practitioners and Practice Nurses trained in Level 3 Adult Safeguarding.

A full evaluation of the training delivered in 2020-21 was undertaken by the CCG and the overall percentage of those who rated their understanding of the subject they attended training for was as follows:

- Pre-course – 42% of attendees rate their subject knowledge as Poor, Fair or had no understanding.
- Post-course – 98% of attendees rate their subject knowledge as Good or Excellent.

CCG staff compliance with Level 1 Safeguarding Adults training has been recorded at 98.1% during 20/21.

During the reporting period GMMH took several innovative approaches to raise awareness around safeguarding:

- Practice guidance re: practical advice and support for staff, to safeguard children, young people, adults at risk and their families during the COVID-19 pandemic.
- Salford's Operational Safeguarding Lead reviewed and adapted the Section 42 Investigators Training for delivery via Microsoft Teams.
- Salford's High-Risk Advisory Panel Protocol was shared across our Salford Division and Services and it was also included and covered in training Modules.
- Sharing of articles and films on key themes:
 - Domestic Violence and Abuse (DVA).
 - Cuckooing.
 - Financial Exploitation.
 - Radicalisation and The PREVENT Strategy.
 - Understanding Safeguarding Legislation.

GMMH designed and delivered a Microsoft Team training package: Safeguarding and Decision-making, with the focus on:

- Six Safeguarding Principles.
- Making Safeguarding Personal.
- Capacity and Consent.
- Section 67 of the Care Act – Arrangements for an Independent Advocate.
- 7 Minute Briefings on a number of subjects including Mental Capacity Act (MCA) and the Interface between MCA and Mental Health Act (MHA).

GMMH has a programme of audits to measure the impact and effectiveness of our safeguarding activity which includes training via Microsoft Teams and Incident reporting.

GMMH aims to ensure that all employees are provided, as a minimum, with the basic level of training that allows them to work in their roles safely on a day-to-day basis.

The Trust continues to maintain their commitment to ensuring all staff are trained and kept up to date with legislation, recommendations, and guidance appropriate to their role from recruitment and throughout their career at GMMH.

Salford Care Organisation

- SRFT has undertaken to strengthen and improve organisational links with governance teams across the Salford footprint, to ensure safeguarding is considered within the NHS Patient Safety strategy for serious incidents. This is achieved by the implementation of alert DATIX/Safeguarding notification pathways and the attendance by the Adult Safeguarding Team members at relevant SI (Serious Incident) meetings within each organisation.
- SRFT has introduced a monthly professionals meeting which is attended by each service. This has strengthened opportunities for integrated working in order to foster a collaborative approach to allow for an understanding of the patient's journey. This links with the key elements of Adult Safeguarding and Mental Capacity Act challenges presented within the organisation; thus creating a more co-ordinated approach to support each cohort of patients/service users, therefore promoting a person centred approach.
- During the COVID-19 pandemic, despite the relaxation of some elements of the Care Act 2014, the SRFT Adult Safeguarding Service has operated a "business as usual" service provision albeit a slight amendment to the usual operational practices to encompass social distancing measures and visibility across the Salford organisation.
- In order to mitigate against this risk relating to the legitimacy of the application of DNAR/ CPR (Do Not attempt Resuscitation / Cardiopulmonary Resuscitation) for patients experiencing cognitive impairment due to dementia and learning disabilities/autism the Safeguarding /Learning Disability /Cognitive Team reviewed the SRFT Electronic Patient Record to review the admission of patients with learning disabilities and or autism operating a sense check/dip sample audit of mental capacity assessments best interest decisions with particular reference to the DNAR/CPR decisions.



Greater Manchester Fire and Rescue Service

- GMFRS has refreshed internal governance in relation to Safeguarding and have merged the Designated Safeguarding Officers group and the Safeguarding Policy Reference into one entity named Safeguarding Policy and Practitioners group. This change was enacted on 1st April 2021.
- GMFRS have appointed a dedicated Lead Officer for Safeguarding across the organisation who started in this post on 1st April for an initial period of 18 months.
- Awareness training has been conducted on Modern Slavery, Human Trafficking, CSE (Child Sexual Exploitation) and Domestic Abuse. The Training dept are currently looking at other facets of Complex Safeguarding training to deliver.
- GMFRS Designated Safeguarding Officers (DSOs) are now trained to Level 3 in Safeguarding and this includes Complex and Contextual Safeguarding Training. The organisation has over 20 DSOs who are level 3 accredited and are on a rota system so other staff can contact them 24/7.



The Gaddum Centre

- The Gaddum Centre's Assistant Head of Operations is now the primary safeguarding lead for the organisation and reports to the Head of Operations.
- Gaddum implemented new Safeguarding policies, training rollout and safeguarding escalation processes across the workforce. It is now easier to capture, log and learn from themes across safeguarding alerts.
- In the last year Gaddum carried out workforce wide training, induction training for new starters, refresher training for teams when implementing new policy. Training delivered to all line managers in readiness for new policy rollout.



Healthwatch Salford

- A new Chief Officer joined Healthwatch Salford in August 2020 and has taken up the position of designated safeguarding lead for the organisation.
- Healthwatch Salford staff compliance with Level 1 Safeguarding Adults training has been recorded at 100%.



Mind in Salford

- Mind in Salford is committed to safeguarding vulnerable adults and all advocates are trained to ensure the person is placed at the centre of the process.
- The advocacy team are trained in the Care Act 2014 and they ensure that all adults understand they have a right to live in safety, free from abuse and neglect.
- All staff at Mind in Salford receive regular training to look out for complex safeguarding when we are supporting vulnerable adults.



Salford Housing Strategy

- Housing Strategy ensure all relevant documentation / information relating to safeguarding is forwarded to the Salford Strategic Housing Partnership members.
- Housing Strategy is engaging with housing providers on safeguarding matters through the 'Safeguarding in Housing' Forum.
- In response to the Safeguarding Adult Review 'Peter', Salford City Council's housing services and a number of the Registered Housing Providers came together to develop and hold a Spotlight Briefing and produce a housing information pack tailored to partners. Both were intended to raise awareness of the different service areas and sections of housing, their roles, responsibilities and powers and encourage partners to share information and work with them where safeguarding issues are identified at the earliest opportunity.



Salford CVS

- Salford CVS Adult Safeguarding Policy underwent a thorough review this year, which resulted in the development of clearer guidance around escalation of Adult Safeguarding and the appointment of two new Safeguarding Leads.
- The Salford CVS Adult Safeguarding Course was converted to an online offer and the course was delivered a total of 7 times to multi-agency groups from the VCSE sector. 103 delegates attended these sessions from 50 different VCSE organisations in Salford.
- Feedback from Salford CVS courses has been extremely positive, with 100% of delegates reporting that they have increased their skills, knowledge and confidence as a result of attending the course.



Salford Probation Service

- Throughout 2020-21 there has been a drive for all NPS (National Probation Service) staff to complete the mandatory safeguarding training and the Salford completion rate is in excess of 90%.
- NPS has a Senior Probation Officer acting as the safeguarding lead. The safeguarding lead has a clearly defined remit for ensuring developments in safeguarding practice are communicated to staff and that colleagues have an established point of access for information relating to safeguarding.
- All service users are involved in their own assessments and are asked to complete the self-assessment questionnaire. This is an integral part of assessment and identifies the individual's perception of what their needs, priorities and safeguarding requirements are.



HMP Forest Bank

- Forest Bank is conducting a review of internal safeguarding policy which is currently in progress.
- A review of internal healthcare escalation processes has been carried out.
- Forest Bank is planning the roll out of a new Assessment Care in Custody Team process which is due to go live from 1 July across the male prison estate.

10. Salford Care Home Quality Improvement Network (QIN)

The Quality Improvement Network (QIN) was suspended due to the COVID-19 pandemic. The QIN brought 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 and has played a key role in driving improvements in this sector.

- As of 1 April 2021, Salford was ranked at 37 out of 150 local authorities, a significant improvement from 85 in April 2019.
- The number of care homes rated good had grown to 37 and the number ranked as requires improvement had reduced to 5 (12 in Jan 2018).
- No homes were graded as outstanding or as inadequate.

11. 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 2020-2021, Salford City Council assessed 1,882 applications for DOLS, including 483 cases in which DOLS was already in place and a further DOLS authorisation was requested. This is an overall decrease over the previous year of 12% (2,143 applications).

This is the first time that DOLS numbers have gone down since the Cheshire West judgment of the Supreme Court in 2014. The main reason for the decrease is the impact of the COVID-19 pandemic. Fewer DOLS applications were submitted, and many residents who had been subject to DOLS sadly passed away before their DOLS authorisations were renewed. The numbers started to show an upward trend at the end of the year as public health restrictions were eased.

Impact of COVID-19

The COVID-19 pandemic had a significant impact on the DOLS service. In April 2020 the government issued guidance that DOLS assessments should be carried out remotely unless there were exceptional circumstances. The Salford MCA/DOLS team continued to provide a DOLS service in accordance with government guidance and Court of Protection case law.

Remote assessment is often more challenging than face-to-face assessment for a number of reasons. It is more difficult to 'read' body language, facial expressions etc over a screen, and many people were unable to engage with the remote assessment process to the same extent as an in-person assessment. In addition, the person's support plan and risk assessment had to be collated and sent to the Best Interests Assessor (BIA) rather than the BIA being able to read them in the care home's office or the hospital ward's nurses station. This was time-consuming for the BIAs and for the care home and hospital staff as well.

As the pandemic progressed the DOLS team became increasingly concerned about the impact on people of being unable to have visits from their family members. They were also in frequent contact with families who were distressed and angry over not being able to visit. The DOLS team worked closely with colleagues in the public health team, adult social care, funded nursing care etc., to keep visiting policy under review and to look for solutions in cases where the lack of contact between residents and visitors was causing particular difficulties.

Towards the end of the reporting period the Government issued further guidance to allow visits to care homes and to enable more frequent visits by professionals. At the time of writing most visits were taking place in person again.

The DOLS team's templates for reporting on remote DOLS assessments were used widely across the country and endorsed by the Court of Protection. The team has also maintained contact with the DHSC policy team and the national DOLS leads network to contribute to the development of policy and good practice guidance.

12. Changes to legislation

Replacement of DOLS by Liberty Protection Safeguards

The Mental Capacity (Amendment) Act received Royal Assent in May 2019. The Act will replace DOLS with a new scheme of Liberty Protection Safeguards (LPS). This 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 but this was delayed by the pandemic. The government has since announced that LPS will be introduced in April 2022.

At the time of writing a public consultation was due to take place in June 2021 on the LPS code of practice and regulations, together with a workforce strategy, training standards and a revised impact assessment. Final versions of these documents were expected to be approved by Parliament in late 2021.

Salford's LPS steering group will analyse these documents closely and will co-ordinate responses across health and social care agencies (including children's services). An LPS Principal Manager post has been established for 12 months to oversee the implementation of the new scheme.

Salford staff continue to take part in debates at regional and national level on how best to implement LPS so that it provides effective safeguards. The LPS project manager will ensure that the Safeguarding Adults Board is kept informed of developments. Further details on LPS implementation will be provided in next year's report.

Care Act Easements

During the COVID-19 pandemic, the 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 were not to 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.

For this reporting year Salford did not use the Care Act Easement.

13. Moving forward for 2021/2022

Throughout this financial year, the COVID-19 Pandemic has impacted on the work of the Board and support team, predominantly through restrictions in place and requirements around remote working. However, there have been some benefits, which the SSAB plans to continue in future, one example being use of technology to hold virtual events to share learning from SARs.

The SSAB has developed its new strategy for 2021-24. A survey was conducted to consult both the public and partners on the priorities. The SSAB intends to build on the progress during the course of this strategy and to further strengthen those areas. Priorities for 2021-24 are:

1. Working to prevent abuse.
2. Communications and engagement.
3. Person-centred approach – ensuring the voice of the adult is heard; including the voice of carers.
4. Safeguarding effectiveness.
5. Complex safeguarding.

<https://safeguardingadults.salford.gov.uk/media/1259/ssab-strategy-2021-24.pdf>

The SSAB will be reviewing its Safeguarding Policy and Procedures including the Self-Neglect Policy.

We will continue to produce the SSAB Latest News quarterly to update partners on the work of the board and share important updates. We are also aiming to improve our communications with targeted harder to reach groups.

Adult Social Care is currently preparing to implement a new client information recording system, Liquidlogic which will replace CareFirst. This was originally scheduled for April 2021 but due to COVID-19 it had to be delayed and will now take place in August 2021. The change of the system will further enhance reporting, assurance and strengthen governance of safeguarding activity within Salford.