

Local Account of Adult Social Care 2013-14

Protecting adults who may be at risk

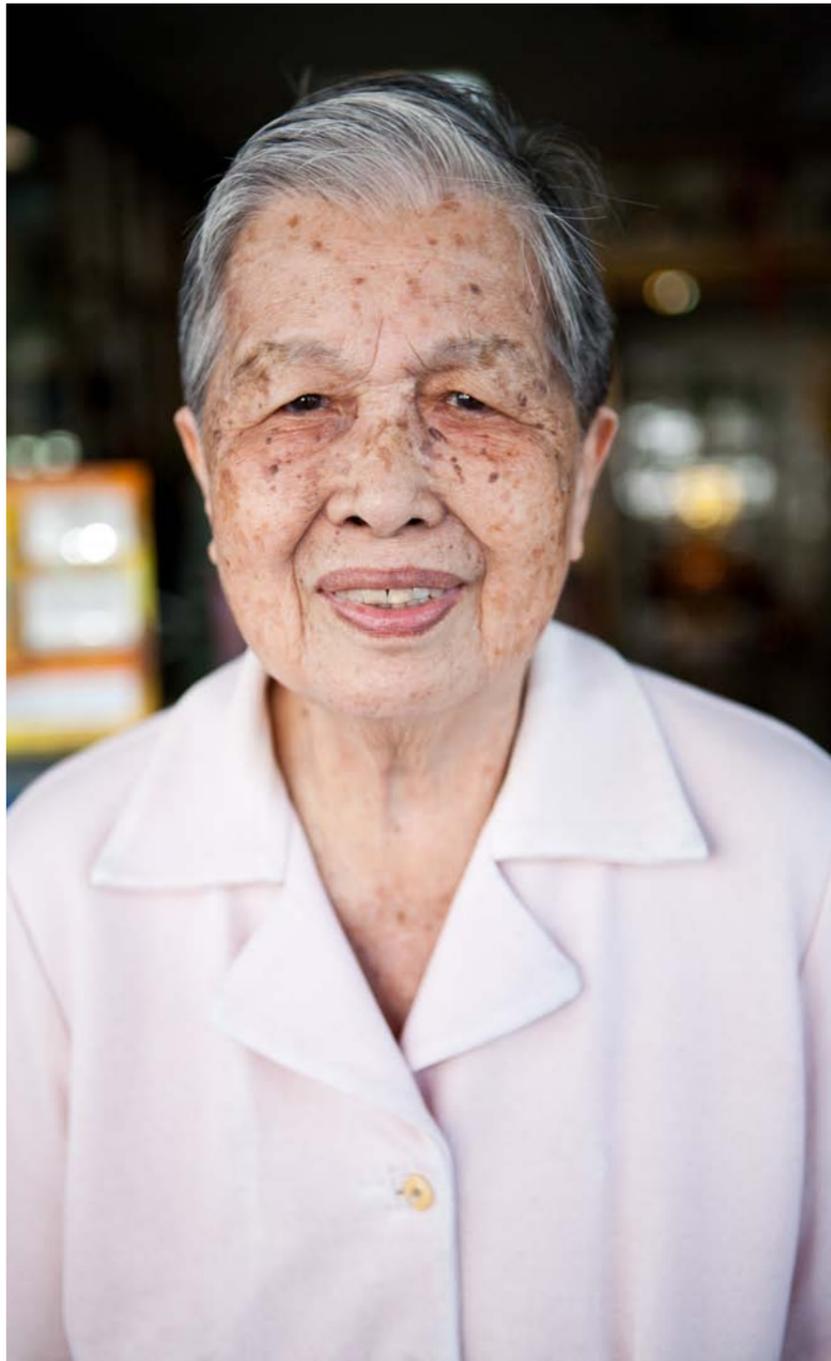


Promoting
independence

 Hackney

Protecting adults who may be at risk

Making safeguarding personal



Mrs S is an 83 year old woman who lives in a nursing home in Hackney. Mrs S needed help to wash, eat, drink, use the toilet and take her medication. Her daughter raised a safeguarding alert because she felt nursing staff were neglecting her mum. Although Mrs S was placed in the home by a West Country health authority, it was Hackney Council's responsibility to investigate her daughter's concerns.

Mrs S was assigned a social worker and a meeting was held where we put together a robust protection plan. Mrs S was allocated her own worker who sat with her during mealtimes to make sure she ate and drank.

We also asked the home to provide evidence that this was happening. Her GP agreed to keep a close eye on Mrs S and support any plans to help with her nutrition. The nursing home created a social stimulation plan to try to improve her mood and desire to eat and drink. We also supported the nursing home to improve the way they communicated with the family. We contacted the daughter some time later who told us she felt her mum was safer now and that she had felt properly listened to and consulted through the safeguarding process.

Adults at risk

An adult at risk is someone who finds it difficult to protect themselves from harm or exploitation due to mental ill health, age, illness or other impairment. Harm can be physical, psychological, sexual or financial and can be caused by another person, a paid carer or an institution.

People should be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens. Protecting adults at risk is everyone's business and our policies are designed so that all agencies and individuals:

- Work together to protect the person from harm
- Support them to make their own choices
- Uphold the person's needs, rights and interests

Together we:

- Investigate concerns
- Take timely and proportionate action
- Make people safe if they are at risk
- Act to prevent harm occurring in the first place

Safeguarding alerts on the increase

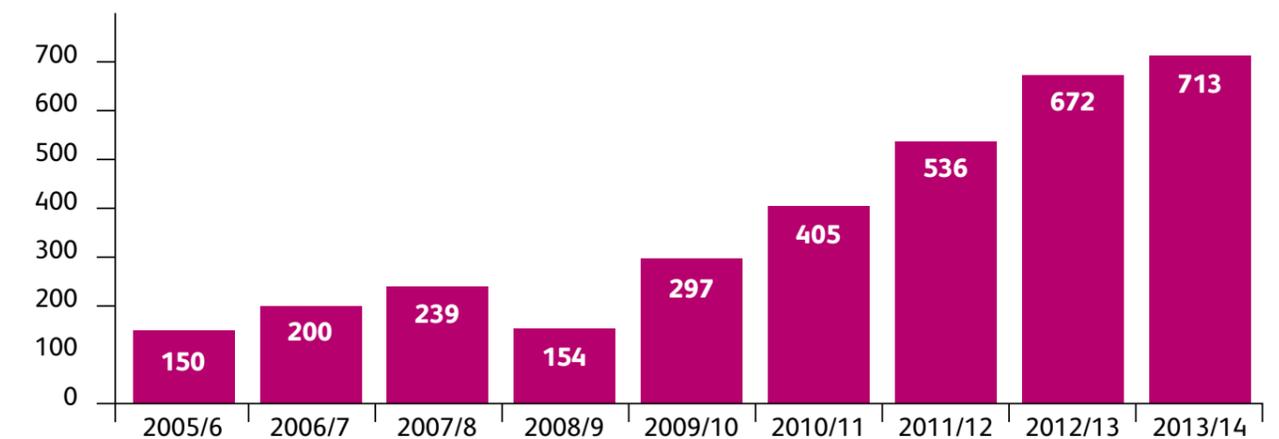
During 2013-14 we received 713 safeguarding alerts, 41 (6%) more than in 2012-13. This is an average of 59 alerts a month. This increase shows more people are aware of possible harm and are willing to report it. It also indicates that our communications and training programme to raise awareness of safeguarding issues was successful.

A safeguarding alert is triggered when someone contacts us for the first time to tell us they suspect abuse may be occurring. Not all alerts lead to a formal safeguarding investigation. Last year we formally investigated 38% (268) of the 713 new alerts we received. The remainder were reviewed and did not warrant a formal investigation.

Financial abuse is the most common type of abuse, though cases of neglect are on the increase in Hackney. Most incidents (104) took place in the person's own home while 24 happened in care homes.

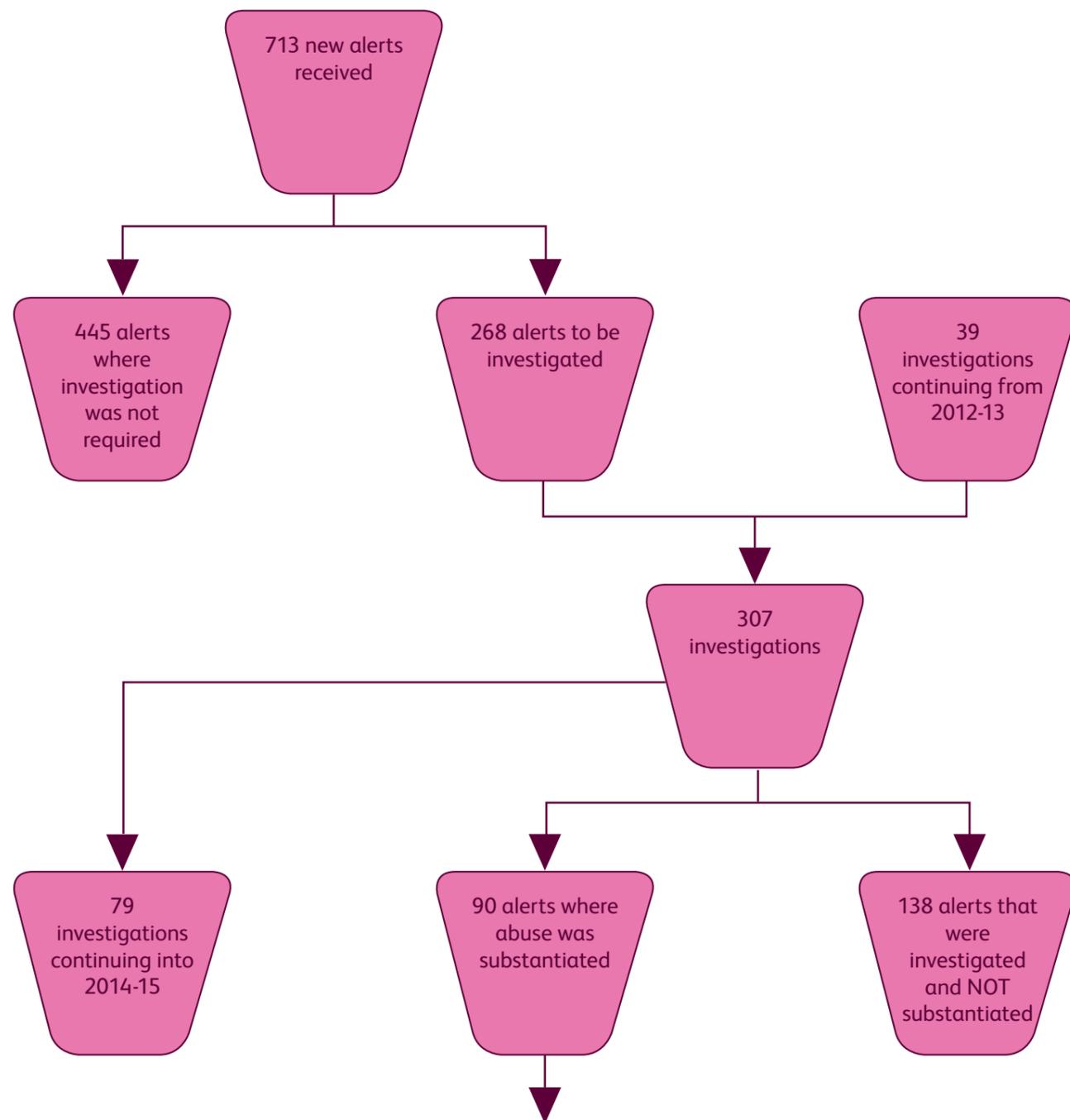
The graph below shows how the number of safeguarding alerts has continued to rise in recent years.

Number of safeguarding alerts in Hackney by year



The diagram below shows how we responded to the alerts we received.

Safeguarding activities 2013-14



When an alert is substantiated one or more things can be done including:

- More support to the person harmed or causing harm (35)
- Police action taken out against person causing harm (9), leading to criminal charges (3)
- Retraining, discipline or dismissal of person causing harm (9)
- An embargo or special measures taken out on an organisation delivering poor care standards (5)

Plans

Below we have summarised what we did to protect adults in 2013-14 and what we plan to do in 2014-15.

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Monitor care homes to make sure they improve care and maintain good communication with residents and families	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Carried out 24 investigations into safeguarding concerns in care homes • Checked 25 care homes to see how well they listened to residents and relatives and met clients' needs and found 80% were doing well and families were happy with the care. Where homes were doing less well, we supported them to make improvements including: <ul style="list-style-type: none"> • Revised policy and procedures • More staff training • Better reporting and recording • Development of friends and relatives forums <p>Homes identified as 'high risk' were referred to our Quality Assurance and Safeguarding boards for close monitoring and were offered free safeguarding training</p> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Make sure that we monitor every care home in Hackney • Work with other local authorities where Hackney service users live
Make sure home care agencies continue to receive safeguarding awareness training and monitor home care	<p>In 2013-14:</p> <ul style="list-style-type: none"> • 110 care staff from Hackney Council and home care agencies attended our safeguarding training programme at 28 training events • We closely monitored six home care agencies in Hackney where there were concerns over standards of care. We worked with the organisations and CQC to improve the quality of care <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Publish a safeguarding awareness pack for people who pay for their home care with a direct payment. The pack will also be useful for people who fund their own care

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Interview 10 people (3%) who undergo safeguarding to find out how well it worked for them	<p>In 2013-14:</p> <ul style="list-style-type: none"> • Of the 10 people we identified to interview, five declined, one was too unwell to take part. Four people who agreed to be interviewed said they were happy with the speed of the safeguarding intervention and the steps taken to protect their safety <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Take part in a Department of Health pilot study on how we are making social care more personalised. • Carry out 20 face to face interviews with adults at risk
Arrange enhanced training for staff who undertake safeguarding investigations	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Developed a training programme for staff that included legal training for lead safeguarding investigators <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Run more training events to help staff to listen better to clients' views and wishes during investigations
Extend safeguarding training to GPs, practice nurses and emergency services	<p>In 2013-14:</p> <ul style="list-style-type: none"> • 64 GPs and practice nurses attended safeguarding training sessions • 20 police staff attended specifically tailored training • 487 people attended our 24 safeguarding courses and training, 340 from partner agencies and 147 from the council <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Run more training events for Hackney GPs and health professionals

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Make sure the views and wishes of people with support needs and their families are properly taken into account	<p>In 2013-14:</p> <ul style="list-style-type: none"> • An external audit of our safeguarding service gave positive feedback. • The audit recommended we strengthen our person centred approach to adults at risk. We will work on this during 2014-15. <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Develop quality standards which take into account the views of people who have undergone safeguarding, their families and their carers
Work with partners to strengthen safeguarding processes across the borough	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Advised Homerton University Hospital on safeguarding cases and how to apply the Mental Capacity Act (MCA) when people without capacity need medical treatment or surgery for serious conditions • Reviewed 700 reports on vulnerable adults known to the local police to make sure they got the most appropriate help <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Continue to work closely with partners to ensure our processes are robust
Raise public awareness so people in the wider community know how to recognise and report abuse	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Reviewed our publicity material and made it widely available • Promoted safeguarding awareness at local events including: <ul style="list-style-type: none"> • Hackney Carnival • World Mental Health Day Partnership • Working Together Group – for mental health service users • An information sharing event with local advocacy services <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Run a campaign to continue to raise awareness of safeguarding

Everyone has the right to live free from abuse and neglect. If someone is harming you, or you suspect someone is at risk of harm, you can tell the police, a social worker, a nurse or someone you trust. You can also contact Hackney Council's safeguarding adults team directly on **020 8356 5782 / adultprotection@hackney.gov.uk** or visit our Safeguarding Adults on the council website (see link below). Outside office hours, call 020 8356 2300.

Useful links and contacts



Pan-London policy on safeguarding adults from abuse:

www.hackney.gov.uk/safeguarding-vulnerable-adults.htm

Action on Elder Abuse:

www.elderabuse.org.uk

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit **www.hackneyicare.org.uk**