

# Local Account Factsheet 2014-15

## Protecting Adults Who May Be at Risk Making Safeguarding Personal



## Adults at Risk in Hackney

### The Care Act 2014

All Safeguarding work in City and LBH is now based on the six key principles contained in the Care Act:

- **Empowerment** – Personalisation and the presumption of person-led decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities
- **Accountability** – Accountability and transparency in delivering safeguarding

An adult at risk is someone who is unable 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 people to make their own choices
  - Uphold the person's needs, rights and interests
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Together we:

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

## The services that we provide

### Safeguarding Adults Board

The City and Hackney Safeguarding Adults Board (CHSAB) is a multi-agency partnership of organisations working in the City of London and in Hackney. It has statutory duties which are defined by the Care Act 2014.

The Board has developed a new draft five year strategy that will run until 2020, the aim of the strategy is to help organisations to work together to prevent abuse and protect adults in our communities who are not able to protect themselves from abuse and neglect because of their care and support needs. The CHSAB vision is:

**"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."**

### Make Safeguarding Personal

LBH supports the Making Safeguarding Personal (MSP) initiative which aims to develop an outcomes focus to safeguarding work. MSP seeks to achieve:

- A personalised approach that enables safeguarding to be done with, not to, people
  - Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
  - An approach that utilises social work skills rather than just 'putting people through a process'
  - An approach that enables practitioners, families, teams and Safeguarding Adults Boards to know what difference has been made.
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## Safeguarding activities 2014-15

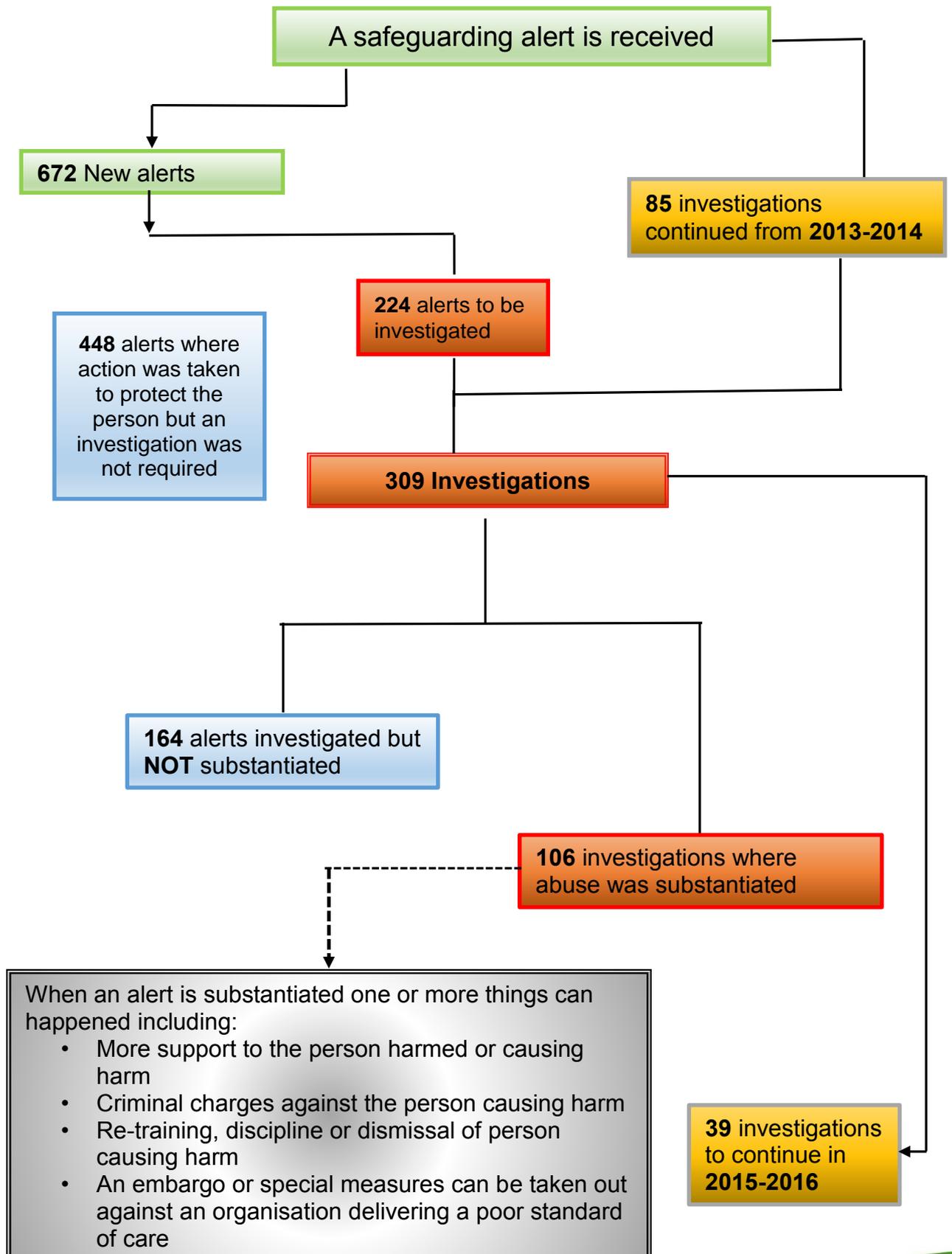
- **672** Alerts were received in 2014-2015 which is less than in 2013-2014 (**713**). This is an average of 56 alerts per month
- **448 (67%)** alerts did not require investigation 2014-2015
- **224 (33%)** were investigated 2014-2015
- **85** investigations were carried over from 2013-2014
- **39** of these investigations were continuing in 2015-2016
- **106** alerts were received where abuse was substantiated
- **164** alerts were investigated where abuse was not substantiated
- **150 (56%)** of the safeguarding investigations concluded during the year alleged that the abuse took place in the person at risk's own home
- **36** of the concluded investigations alleged that the abuse took place in a care home

As a result of the investigations carried out:

- In 102 cases, action was taken to provide more support or remove the risk of harm
- Police action leading to criminal charges was taken in 2 cases
- Retraining, disciplinary actions or dismissal of the person causing harm was the outcome in 4 cases
- We issued compliance actions against care providers in 5 cases and issued a contract warning notice in 1 case

**The diagram below shows how we responded to the alerts we received in 2014 – 2015**





## Our achievements in 2014 – 15 and our plans for 2015 – 16

Below we have summarised what we achieved for adults who may be at risk in 2014-15 and what we plan to do in 2015-16 and beyond

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Monitor care homes to make sure they Improve the care provided and improve communication with residents and families</li> </ul>	<ul style="list-style-type: none"> <li>✓ All 25 residential homes in Hackney were monitored</li> <li>✓ Five residential homes were visited twice</li> <li>✓ Two meetings were held with the Care Quality Commission (CQC) officials</li> <li>✓ Feedback was provided to CQC inspectors on 4 of the care homes they inspected within the borough</li> <li>✓ Two out-of-borough residential home providers were visited</li> <li>✓ 27 out-of-borough care homes were contacted due to failure to meet one or more standards in their CQC inspection reports</li> <li>✓ Worked with 12 other local authorities where LBH service users are placed</li> <li>✓ 28 out-of-borough care homes where LBH service users</li> </ul>	<ul style="list-style-type: none"> <li>✓ Visit all residential homes in Hackney at least once</li> <li>✓ Continue to work in partnership working with and feedback to CQC</li> <li>✓ Follow up on any out-of-borough care homes where LBH service users are placed with CQC inspection report rating of either <b>Inadequate or Requires Improvements</b></li> <li>✓ Continue to work with other local authorities where LBH service users are placed</li> <li>✓ Administer the online provider questionnaires to selected number of out-of-borough care homes where LBH service users are placed</li> </ul>

	were placed, completed an online provider questionnaire	
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We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Make sure that home care agencies continue to receive safeguarding awareness training and</li> <li>➤ Monitor home care agencies</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ensured that the safeguarding awareness pack is now being given to people who use direct payments</li> <li>✓ A checklist for self-funders has also been published on our website</li> <li>✓ Monitored all 17 LBH funded homecare agencies</li> <li>✓ Routinely audited agency training logs during monitoring inspections to check frequency of, and attendance at, safeguarding training provided by LBH</li> <li>✓ Reviewed agencies' safeguarding policies and procedures to ensure that they remain fit for purpose</li> <li>✓ Audited agency incident, accident and safeguarding logs to check compliance with agency and local safeguarding procedures</li> <li>✓ Interviewed managers and their staff to assess awareness and understanding of safeguarding adults</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to monitor all 17 LBH funded homecare agencies</li> <li>✓ Continue to monitor all homecare agencies registered in Hackney</li> <li>✓ Continue to work in partnership with CQC to share intelligence about providers</li> <li>✓ Continue to monitor homecare agencies where they are non-compliant with CQC standards or contracting requirements</li> </ul>

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Interview 10 people (3%) who undergo safeguarding to find out how well the process for worked them</li> </ul>	<ul style="list-style-type: none"> <li>➤ Held a workshop with a group of 15 service users of Mental Health services. Information gained from responses has been fed back to senior managers in LBH and has supported the implementation of Making Safeguarding Personal.</li> <li>➤ We surveyed 20 service users on whether they had been asked for their desired outcomes in the safeguarding process and involved in decision making using questionnaires provided by Health and Social Care Information Centre</li> <li>➤ Used the feedback from the interviews to help us implement the Making Safeguarding Personal initiative in Hackney</li> <li>➤ Shared the feedback from the interviews with senior managers and our Workforce Development Team to inform Making Safeguarding Personal training</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to use any feedback received to inform Making Safeguarding Personal training</li> <li>✓ Continue to work closely with the Domestic Violence team to raise awareness of this issue with staff and care homes and through training</li> <li>✓ Continue to work with providers to raise awareness of the impact of self-neglect</li> </ul>

	<ul style="list-style-type: none"><li>➤ Worked closely with the Domestic Violence team to raise awareness of the fact that domestic violence is highlighted in the Care Act</li><li>➤ Supported training and raised awareness within Adult Social Care colleagues in this area</li><li>✓ Worked with providers to raise awareness of the impact of self-neglect</li></ul>	
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We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Arrange enhanced training for staff who undertake safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>✓ We provided training to 599 front-line staff from adult social care and partner agencies to help them understand how to carry out Safeguarding enquiries under the new Care Act, and update them on mental capacity and Deprivation of Liberty Safeguards.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide further training in response to our performance reviews and feedback received from adults at risk</li> <li>✓ Offer all those who go through the safeguarding process an interview at the end to give feedback about their experience</li> <li>✓ Ask all those who go through the safeguarding process what outcomes they want to achieve, both at the beginning and end of the process</li> <li>✓ Hold training sessions on the new areas of abuse identified in the Care Act 2014</li> <li>✓ Hold a Making Safeguarding Personal Event for staff on 18<sup>th</sup> November 2014</li> <li>✓ Hold monthly meetings of the Safeguarding Adults Managers (SAMs)</li> </ul>



We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Extend safeguarding training to GPs, practice nurses and emergency services</li> </ul>	<ul style="list-style-type: none"> <li>✓ Collaborated with the local Clinical Commissioning Group (CCG) to offer Safeguarding training to 101 GPs and health professionals in Hackney</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to collaborate with the CCG and the Safeguarding Adults Board to provide training to maintain standards and respond to emerging needs</li> </ul>

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Make sure the views and wishes of people with care and support needs and those of their families are taken into account</li> </ul>	<ul style="list-style-type: none"> <li>✓ Produced guidance for staff on Making Safeguarding Personal which has been published on our website</li> <li>✓ Updated our electronic records systems so that we can collect better information on what people want from the safeguarding process</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review and quality assure the progress we have made towards Making Safeguarding Personal and review our quality standards</li> <li>✓ Continue to listen to the views of adults at risk and use their feedback to improve the quality of our services</li> </ul>



We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Raise public awareness of safeguarding so that people in the wider community know how to recognise and report abuse</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ran a public awareness campaign in January 2015 across public billboards, “Hackney Today”, and the safeguarding adults newsletter</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to support the Safeguarding Adults board to develop its plans for public engagement so that it can meet its statutory responsibilities</li> <li>✓ The Board’s Communication and Engagement sub-group will be established to deliver this task</li> </ul>

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Work with partners to strengthen safeguarding processes across the borough</li> </ul>	<ul style="list-style-type: none"> <li>✓ Supported the City &amp; Hackney Safeguarding Adults board to produce its Strategic Plan</li> <li>✓ Supported the Board to identify cases that might require a safeguarding adults review</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to support the Board and its new independent Chair to develop the Board’s action plan and its relationships with all partners. This includes the establishment of its five sub-groups.</li> </ul>



## Real Life Story

Ms CW is a 70 year old woman with a moderate learning disability, complex mental health needs and physical needs. Her nephew had physically abused Ms CW in the past, taken large sums of money from her and emotionally manipulated her. He was released on licence from prison in 2014 and again took money from her and physically threatened her if she did not co-operate. In the past, CW had always refused to take any action against her nephew because of her view that he is a family member and that he only acts in such a way because of his own mental health and drug problems.

This case involved a lot of people working together who were involved in supporting CW. They worked together to ensure that CW's safety was the primary focus and where her personal views and expectations for the safeguarding process were central to the work being done.

An alert was initially raised by staff at the day centre that Ms CW attended. They reported that she had come in with her bank book showing large unusual cash withdrawals and that CW reported that her nephew was responsible for these withdrawals. Initial investigations found that Ms CW's nephew was known to the local probation service and they were contacted regarding the allegations. Hackney Adult Social Care staff and professionals worked with the Probation Service and the police in order to recall Ms CW's nephew back to prison. While this was done Ms CW was moved, with her consent, to a place of safety.

Once she was immediately safe, the social worker responsible for this case worked with the police and the Hackney Domestic Violence Team (DVT) to address the long term issues. Ms CW was interviewed by police. She was clear that she did not want her nephew prosecuted but she still wanted to be safe. Eventually Ms CW moved into a supported living scheme before her nephew was released from prison and a DVT solicitor and the social worker supported her to obtain a non-molestation court order to prevent her nephew from contacting her. This court order is enforceable by police and it is a crime to breach it which will hopefully prevent further abuse in the future.

Large amounts of psychological and practical support were offered to CW throughout this process, including support from a trained learning disability clinical psychologist, to help her through the very difficult experience. Ms CW is now in a safe environment with the protection of a court order and onsite care and support.



## Contact us

Everyone has the right to live free from abuse and neglect. If someone is harming you, or you suspect that someone might be at risk of harm, you can tell the police, a social worker, a nurse or someone you trust.

To contact Adult Social Care to get help or find out more about the services available:

Visit: [www.hackney.gov.uk/safeguarding-vulnerable-adults](http://www.hackney.gov.uk/safeguarding-vulnerable-adults)

Write to:

Hackney Service Centre  
1 Hillman Street  
E8 1DY

Tel: 020 8356 5782

Tel 2: 020 8356 2300 (after 5pm / out of hours)

Email: [adultprotection@hackney.gov.uk](mailto:adultprotection@hackney.gov.uk)

Fax: 020 8356 5043 (020 8356 2374 out of hours)

## Other useful links

**Hackney iCare** – A resource that provides information and advice about the existing adult social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

[www.hackneyicare.org](http://www.hackneyicare.org)

**City and Hackney Safeguarding Adults Board (CHSAB)** – The board is a multi-agency partnership which has statutory functions under the Care Act 2014. The main objective of the board is to assure itself that local safeguarding arrangements and partners act to safeguard adults at risk of abuse in the local area.

<http://www.hackney.gov.uk/safeguarding-adults-board>



**If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, please call 020 8356 6982**

