

# Calderdale Safeguarding Adults Board

Annual Report 2009 /10

## Foreword

This report contains information about Safeguarding Adults work in the Calderdale district during 2009-10.

I am delighted to be able to tell you that this work has been judged by the Care Quality Commission who inspected our board and our safeguarding adults services during May 2010 as performing “well”. This is a testimony to the work that has been being carried out in all partner agencies as well as in the “community care teams” and the Safeguarding Adults team.

However, 2009/10 has been a year in which deaths of “vulnerable adults” due to abuse and neglect have had a high profile in the national media. The deaths of Fiona Pilkington and her daughter Francesca in Leicestershire and of David Askew in Manchester following years of disability hate crime directed towards them show that around the country services still need to learn how to work better together to support people to live safely in the community. One of our aims is to integrate safeguarding adults work more closely with community safety initiatives in the district.

Locally we were saddened to be informed of the death of Mr. Harry Taylor in July 2009. The Board’s condolences go to his wife and family. The first serious case review carried out by this Board took place in response to his death in order to find out if any improvements could be made to the services that were offered to Mr. Taylor and his family. We have learnt that we need to equip staff better to offer support to those older people who are fully able to make their own decisions who are suffering violence from members of their family and to ensure that there is appropriate use of the MARAC (Multi-Agency Risk-Assessment Process) for all domestic violence situations. The Board and individual agencies are implementing the changes needed. The full action plans will be published with the report which is available at [http://www.calderdale.gov.uk/web/cmabc\\_minutes\\_pkg.view\\_doc?p\\_ID=5943&p\\_Type=AR&p\\_HTML=N](http://www.calderdale.gov.uk/web/cmabc_minutes_pkg.view_doc?p_ID=5943&p_Type=AR&p_HTML=N)

We are not complacent. We know there is further room for improvement and learning from the serious case review and the inspection has informed our work programme for the coming year.

At a national level the review of “No Secrets” (the Government’s guidance document for adult safeguarding work from March 2000) is continuing and we are waiting to hear what the timetable for developments will be under the new government.

As a Board we want to make sure that we have a strong foundation on which to build our future work. In this financial year the Board has continued to respond to the review undertaken by Sue Fiennes in January 2009. This has led to Calderdale Council’s Adults, Health and Social Care and NHS Calderdale jointly funding the new posts of Safeguarding Manager and Support Assistant to ensure coordinated and appropriate responses to Safeguarding Adults work; together with joint funding for resourcing the development and administration Deprivation of Liberty safeguards (DoLs).

We have started a series of workshops reviewing our aims, objectives, business planning and quality assurance processes and more recently we have agreed joint funding for an independent chair of the Board. Our priorities for 2010/11 can be found on page 18

The Board has strengthened its membership and now has active partners from the West Yorkshire Probation Service, a representative from Safer Communities Partnership, the Domestic Abuse Partnership and the Safeguarding Children's Board. We have strengthened our relationship to other initiatives such as the Anti-Social Behaviour Order Panel and ARC (Action Research and Change) whose project - Safety Net - is working to combat hate crime towards people with learning disabilities. A full list of board members for 2009-10 can be found on page 19.

This report gives some details as to how Board members continue to develop safeguarding adults work within their own agencies. Partner agencies have been preparing for, and implementing, the requirements of the Independent Safeguarding Authority (ISA). This includes staff required to be registered with the ISA to carry out health and social care work and the regulations for referring staff who have harmed vulnerable adults to the Independent Barring Board, which came into effect on 12 October 2009. The work of the Board is actively scrutinised by Councillors. The Adults, Health and Social Care Scrutiny Panel started a major scrutiny of the quality of care available in the care homes in Calderdale.

It has been a year of many changes to the Safeguarding Adults Team. Our thanks and appreciation to Janet Blackburn who has taken a variety of roles during the year and ensured that the work has continued. Since the autumn we have welcomed Helen Doodson as the team's administrator, Brian Armstrong as Mental Capacity Act Senior Practitioner and Ruth Ingram as the Safeguarding Adults Manager.

I would also like to thank all of you who have taken part in safeguarding adult work this year. Some of you have been promoting awareness of the issues and how to report abuse. Some of you are providing high quality services and supporting people to feel confident to live in the community. This is the work that underpins the prevention of abuse and neglect. Others of you have supported people who have been at risk from abuse and neglect to live safer lives.

Thank you all.

Jonathan Phillips  
Calderdale Metropolitan Council  
Director Adults, Health and Social care  
Chair of Board

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## Monitoring of Safeguarding Adults Alerts

For the purpose of this report a Safeguarding Alert is a situation which is reported to Adults, Health and Social Care that may have caused harm, infringed rights or endangered life of a vulnerable adult. Many of the situations are minor but we have encouraged people to report all causes for concern so they are risk assessed and any action needed to prevent risk can be taken.

This year a project has been undertaken by ITC Section of Adults, Health and Social care to improve the way we collect and analyse information regarding safeguarding adults. The new system will be used to record safeguarding work from April 2010.

### Headline Summary

- There has been a 27% increase in the number of alerts
- There is a 64% increase in the number of cases reported in peoples own homes.
- There has been a relatively small rise in the number of cases reported in care services of 8%
- There has been an 26% increase of safeguarding alerts involving older people

### Number of Alerts

| Year          | 2006/07 | 2007/08 | 2008/09 | 2009/10 |
|---------------|---------|---------|---------|---------|
| Number alerts | 213     | 273     | 338     | 430     |

There has been a considerable increase in the number of referral regarding potential abusive situations. There have been an increased number of referrals from the police and NHS partners. CQC also has referred incidents it feels may be safeguarding issue from information sent to them by care services under Regulation 37 regarding reportable incidents.

### Settings of the alleged abuse

| Year  | Residential Care Service/<br>Hospital | Community/own family/<br>friends/neighbours |
|-------|---------------------------------------|---|
| 07/08 | 171                                   | 102   |
| 08/09 | 223                                   | 115   |
| 09/10 | 241                                   | 189   |

There has been a large increase in the number of cases being referred in community settings, including people own homes. The UK study of abuse and neglect of older people by Kings College, London and the National Centre for Social Policy Research found that at least 4% of older people are abused in their own homes. This means that we are currently reaching around 15% of the estimated 1,250 older people experiencing such abuse in the district. National research about the level of abuse in care homes is only just beginning.

## Service User Group of Alleged Victims

|                                      | 2006/07 | 2007/08 | 2008/09 | 2009/10 |
|--------------------------------------|---------|---------|---------|---------|
| Older People (over 65)               | 143     | 163     | 206     | 143     |
| Mental Health (over 65) new category | --      | --      | --      | 119     |
| Learning Disability                  | 44      | 56      | 93      | 106     |
| Mental Health (under 65)             | 20      | 27      | 19      | 18      |
| Physical Disability                  | 16      | 7       | 20      | 34      |
| Other                                | 2       | 3       | 3       | 10      |

## Types of Alleged Abuse

| Year  | Physical | Neglect | Financial | Sexual | Poor Practice | Discrimination | Psychological | Not stated |
|-------|----------|---------|-----------|--------|---------------|----------------|---------------|------------|
| 07/08 | 100      | 23      | 57        | 15     | 67            | 1              | 13            | --         |
| 08/09 | 126      | 35      | 37        | 25     | 67            | 1              | 47            | --         |
| 09/10 | 184      | 61      | 46        | 29     | 31            | 0              | 31            | 48         |

## Alleged Perpetrators

The transfer of information from our old data base to the new recording system means that it has not been possible to get statistical information about the people who (at the time of the alert) were alleged to have caused the abuse or neglect.

There are many different causes of abuse and neglect and the response needed depends on the situation. Where people who deliberately cause harm are employed by care services and the allegations are substantiated and result in dismissal the person will be reported to the Independent Safeguarding Authority by their employer.

Incidents between people who use services, in settings where people have difficult and challenging behaviours trigger individual risk plans and on-going reviews of the service. These usually include the person themselves or their representative, the service provider, a care manager and /or a nurse. Where there are safeguarding concerns due to the quality of care for all service users in a care setting multi-agency safeguarding meetings take place; there is active involvement from the contractors and commissioners of the service from Adults, Health and Social Care and the PCT and there is liaison with the service regulator – this is usually the Care Quality Commission.

There has also been Safeguarding monitoring of failing services where there are on-going concerns of poor practice or where a service is zero-rated by CQC. There is automatic suspension of placements in zero-rate services. Five services have been subject to monitoring: three of which, after improvement planning, have achieved adequate ratings.

## Conclusion of safeguarding assessments

| Conclusions of Assessment/Investigation          | % Cases |
|--|---------|
| Substantiated                                    | 44.0%   |
| Unsubstantiated/unfounded                        | 12.0%   |
| Inconclusive                                     | 20.5%   |
| Case ongoing/no conclusion recorded by 31/3/2010 | 23.5%   |

In some situations it can be difficult to be certain that abuse has taken place. Although cases may be inconclusive the safeguarding risk assessment will mean that a protection plan will be in place if needed.

In a high number of cases conclusions have not yet been recorded. This is partly due to some disciplinary investigations or risk assessments being on going.

## Report on Deprivation of Liberty Safeguards

The implementation of the Mental Capacity Act in Calderdale is overseen by the Multi-Agency Local Implementation Network (LIN) which reports to the Safeguarding Adults Board.

### Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards Supplement to the Mental Capacity Act 2005 came into effect in April 2009. This requires that a formal process is undertaken whenever it is thought necessary to deprive a person who lacks mental capacity in relation to understanding why they need care/ treatment and who is staying in a care home or hospital of their liberty. Deprivations of Liberty situations include restrictions on a person's movements and on their freedom to associate with others freely. By ensuring these restrictions are only put in place when they are in the best interest of the person and are proportionate to the risk, we are safeguarding the fundamental rights of the most vulnerable people in care. The law applies to obvious restrictions such as locked doors and also to more subtle restrictions such as removal of walking aids, over-sedation and misuse of bed sides.

In Calderdale all notifications of situations where someone may be being/may need to be deprived of their liberty are made to the Safeguarding Adults Team. The Team coordinates the various assessments required to determine whether a Deprivation of Liberty should be authorised. The application is then agreed by the Local Authority or NHS Calderdale. The Team ensures there are sufficient Best Interest and Mental Health Assessors to undertake the required assessments and those Assessors meet approval requirements including maintaining training, and provides advice and guidance to anyone concerned with Deprivation of Liberty Safeguards.

## Activity in 2009/10

2009/10 was the first year that the Safeguarding Team undertook this work. We have therefore compared our figures to the emerging national picture.

|                                 |                 | National    | National pattern applied to Calderdale | Calderdale 2009/10 |
|---------------------------------|-----------------|-------------|--|--------------------|
| Number of assessments           | Local Authority |             | 22                                     | 22                 |
|                                 | Health          |             | 7                                      | 3                  |
|                                 | <b>Total</b>    | <b>5320</b> | 29                                     | 25                 |
| Number of authorisations agreed | Local Authority |             |  | 14                 |
|                                 | Health          |             |  | 3                  |
|                                 | <b>Total</b>    | <b>2309</b> | 16.6                                   | 17                 |

There were 25 assessments in Calderdale; lower than the national figure. However, the percentage of assessments authorised is similar to national average.

| Group               | Number of assessments | Authorised | Refused  | LA        | PCT      |
|---------------------|-----------------------|------------|----------|-----------|----------|
| Learning Disability |                       |            |          |           |          |
| Male                | 4                     | 4          | 0        | 3         | 0        |
| Female              | 3                     | 3          | 0        | 2         | 0        |
| Mental Health       |                       |            |          |           |          |
| Male                | 2                     | 1          | 1        | 1         | 1        |
| Female              | 5                     | 3          | 2        | 4         | 1        |
| Dementia            |                       |            |          |           |          |
| Male                | 6                     | 5          | 1        | 5         | 1        |
| Female              | 5                     | 1          | 4        | 5         | 0        |
| <b>Total</b>        | <b>25</b>             | <b>17</b>  | <b>8</b> | <b>22</b> | <b>3</b> |

## Training

Calderdale won a £10,000 MCA Good Practice Award, which has provided additional training courses.

A total of 9 Best Interest Assessors were trained: 2 from NHS Calderdale, 4 from Adults, Health and Social Care Teams and 3 from Learning Disability services who were ready to undertake their duties from the 1 April 2009. In addition 4 Local Section 12 Mental Health Act approved doctors have undertaken Deprivation of Liberties training.

## Our plans for 2010/11

Further work is required in the education and support of care homes and hospitals (the Managing Authorities) and to improve the quality of form completion.

It is planned to develop e-mail circulations, attend forums and deliver workshops for the Managing Authorities.



## Reports from Partner Agencies

### Calderdale Adults, Health and Social Care (AHSC) and NHS Calderdale (PCT)

There has been considerable change undertaken in the last year in response to the Review of Safeguarding undertaken by Sue Fiennes in January 2009. AHSC and NHS Calderdale have given additional resources to this work and now jointly fund the post of Safeguarding Adult Manager and Safeguarding Administrator. The Safeguarding Team supports multi-agency safeguarding work and the administration of the Deprivation of Liberty Safeguards.

The two organisations work closely together in other respects relevant to safeguarding, for example holding joint monitoring meetings reviewing commissioned residential care services and taking joint action to support improvement where homes are failing.

### Joint Care Home Contract

Innovative work driven by the desire to improve the quality of care for vulnerable people in care homes and to reward those homes who deliver a higher quality service has been undertaken by the Senior Commissioning Manager for Continuing Care from NHS Calderdale and the Head of Contracts for the Council. This has seen the development and implementation of a joint contract that covers all aspects of care for people living in care homes in Calderdale, making clear the terms, conditions and standards expected by NHS Calderdale (PCT) and the Council. The contract provides one clear set of standards for providers to ensure consistency of care for individuals as their level of need changes. The work was underpinned by the inclusive engagement of key stakeholders to gain their views and opinions. This work was recognised in NHS Calderdale Celebrating Success Event where they received a Partnership Working Award.

### Calderdale Adults Health and Social Care (AHSC)

AHSC hosts the strengthened Safeguarding Adults Team and in addition has established two new roles within the Team both will be advisory on safeguarding issues and will coordinate responses to safeguarding issues in collective care settings and providing advice on Mental Capacity Act and Deprivation of Liberty.

AHSC teams, together with the Joint Mental Health Teams based in South West Yorkshire Foundation Trust are responsible for co-ordinating the multi-agency response to safeguarding individuals in the community. A case file audit was undertaken January / February identifying weakness in understanding of the safeguarding process and the current electronic recording system.

In conjunction with Information technology development workers, a new electronic recording system has been developed to ensure that all aspects of information related to the safeguarding process are captured and can be easily scrutinised and audited.

This will help ensure that issues of consent, service user involvement and risk assessment are clearly addressed. The training and system will be rolled out early in the financial year 2010/ 2011.

**Gateway to Care**, the single point of entry to Adult Social Care was set up in January 2010. This includes all safeguarding referrals. This supports the findings of the Safeguarding Review, to simplify the referral system. Prior to this safeguarding referrals went to each individual team which lead to a lack of a clear audit trail for cases.

The transformation of the provision of social care to a personalised service is moving ahead well in Calderdale. The Safeguarding Team is working with the "Putting People First" team to ensure people managing their own services receive information about how to safeguard themselves.

AHSC continues to provide and co-ordinate multi-agency safeguarding adults training (see page 13). In response to the Serious Case Review work has been undertaken with the Multi-Agency Risk Assessment Conferencing Coordinator and Women's Centre to establish appropriate risk assessment support and advice for people who are subject to domestic violence. Multi-agency training for staff regarding Multi-Agency Risk Assessment Conferencing is planned for the next financial year.

### **NHS Calderdale (Primary Care Trust)**

Safeguarding Adults is seen as a key priority for NHS Calderdale, as demonstrated in the Patient Safety Strategy 2009/13 and by the appointment of Professional Lead for Adult Safeguarding, in August 2009. This role provides clinical leadership and strategic direction on all aspects of safeguarding adults to ensure that health service contributions are co-ordinated and integrated. NHS Calderdale actively supports the Safeguarding Adults Partnership through regular and consistent membership at Board level and its sub groups and contributes financially to the strengthened Safeguarding Adults Team.

NHS Calderdale operates both as a commissioning body and an arms-length provider and this year saw the development of the Adult Safeguarding Policy and Procedures which has been disseminated across the organisation including Primary Care and independent contractors.

During 2009/10 the provision arm of NHS Calderdale has started to operate as a separate entity from the commissioning arm of the organisation as part of Transforming Community Services. It has established a governance structure which is ultimately accountable to the NHS Calderdale Board to oversee Adult Safeguarding. Support and advice is obtained through the Adult Safeguarding Professional Lead. Provider Services has continued to develop the work around Privacy and Dignity which started during 2008/9. This year there have been a number of focus groups with patients to gain their perspective of the service and Privacy and Dignity. The approved NHS Calderdale Adult Safeguarding Procedures have been cascaded throughout Adult Services. Dignity standards were part of the local commissioning for innovation and improvement indicators and were monitored through the Clinical Quality Board.

In August 2009 new systems and process were established within the Patient Safety Team in partnership with the Professional Lead for Adult Safeguarding that enables any incidents relating to safeguarding to be identified. All incidents are reviewed routinely on a monthly basis by the Professional Lead. There is an escalation process in place and multi-agency safeguarding referrals are made where appropriate. Since the system was introduced in August 2009 there have been 168 incidents reported. The top four issues within those incidents were pressure ulcers (47.6%), discharge and communication linked to discharge (11.1%), refusal of treatment (9.52%) and medication (6.5%).

A Whole System Task force has been established with representation from across the Health and Social care economy, to enable individual organisations to maximise their efforts in pressure area management and pressure ulcers prevention to avoid duplication and ensure there are no gaps. The approach adopted is underpinned by the successful whole system approach adopted to tackle health care associated infections. A number of task and finish groups have been established to support the work and this is being overseen by local Clinical Quality Boards and Overview and Scrutiny

NHS Calderdale is planning a TALKBACK survey which will be circulated at public events such as Galas and fetes throughout the summer period. This work will inform the basis for the development of a public engagement strategy.

## **West Yorkshire Police**

West Yorkshire Police have appointed a Detective Chief Inspector to the Safeguarding Board who is a senior member of the Command Team and Divisional Lead for Safeguarding. There is an established Safeguarding Unit which includes Domestic Violence, Hate Crime Lead, Multi-Agency Risk Assessment Coordinator and a full time Vulnerable Adults Coordinator. They have worked closely in a support and advisory capacity with those working with safeguarding issues.

The Safeguarding Unit is trained in risk management and is victim focussed. Cases are recorded on a single database designed to manage vulnerable victims and each case is monitored and finalised by a supervisor. Cases are subject to internal quality assurance. There are systems in place to monitor each case and they are subject to DIP Sample Quality Assurance to ensure effective response. Currently there is no mechanism for feedback from people who receive support from the service.

West Yorkshire Police are currently developing a Safeguarding Vulnerable Adults Policy across the region - Bradford, Leeds, Wakefield, Kirklees and Calderdale. There has been a detailed review of Safeguarding Management to ensure that staff are aware of issues and have the skills to act appropriately. The findings are being shared with the Local Authority.

It has been identified that refresher/training across the local force is needed and mechanisms for delivering this will be identified in the next financial year.

The Police have guidance regarding vulnerable adults available on the internal web site. The Vulnerable Adults Coordinator has also completed a round of briefings to assist officers in flagging up and referring to the unit. This will be repeated in the next financial year.

## **Social Housing Providers**

The Board now has a lead representative for Supported Housing Providers, Pennine Housing 2000, (PH2K) and a representative from CMBC Housing Services in its role as a Registered Social Landlord.

All Supported Housing providers now comply with Level B of the Supporting People Quality Assurance Framework following 2009 contract monitoring and validation assessments. Pennine is at Level A. Safeguarding is one of the core elements of the Quality Assurance Framework. This requires local housing providers to undertake an annual review of safeguarding cases that have come to their attention to ensure that lessons are learned. They have a comprehensive assessment tool that they use with tenants who are at risk. It is felt information gathered from this exercise could be used more strategically with partner agencies in the future.

There is representation on the Anti-Social Behaviour Panel and in the light of the Pilkington case it can be a source of identifying if and when vulnerable people may be harassed or victimised in the community.

To ensure a safe service all supported housing staff and volunteers are subject to enhanced CRB checks as part of Supporting People contracts.

Safeguarding Adults refresher training for staff is undertaken annually. This year Pennine engaged the Positive Steps Theatre Company with staff to highlight abuse issues and reinforce every member of staff's responsibility to report issues of concern. This was very positively received and helped to build confidence to recognise and report concerns.

Supported Housing Providers do regular events with tenants to raise awareness of abuse.

## **South West Yorkshire Partnership Foundation Trust**

The Trust covers three local authority areas and therefore has been able to bring this experience to all safeguarding partnerships. A Trust-wide Safeguarding Adults Advisory Group has been formed this year to ensure cohesion across the area and to reinforce safeguarding is everybody's business.

In the Kirklees Area an audit of Safeguarding cases was undertaken to evaluate the implementation of the Safeguarding Policy which indicated need for improvement. An action plan has been drawn up which will influence training and practice in all three local authority areas. A further audit will be undertaken in June 2010 to evaluate progress.

In the light of high profile cases related to people with learning disabilities, the Pilkington Case and the death of a young adult in Worcester and the suicide of his mother, lessons learned are being disseminated through training by the Trusts Specialist Advisor for Safeguarding.

In response the Trust has also produced and widely distributed a leaflet on identifying and reporting hate crime.

The Trust has had to respond to two serious case reviews across its area and will be closely involved in the subsequent action plans.

In Calderdale a local Safeguarding Lead is being recruited. They will be responsible for the Care Programme Approach, Risk Assessment and Safeguarding and will take up post in May 2010. They will provide a source of advice and coordinate the response to concerns in mental health services, working closely with the Safeguarding Team based in Adults, Health and Social Care.

### **Calderdale and Huddersfield NHS Foundation Trust**

There has been regular and consistent membership from CHFT at Board level and representation at the Local Strategic Partnership. The Trust continues to have an internal Safeguarding Board which reports to the Chief Executive. It is chaired by the Safeguarding Lead. There are Lead Matrons who provide representation on sub-groups of the Safeguarding Board.

The internal Board has developed both Learning Disability and Safeguarding Champions throughout the organisation, representing managerial and clinical structures and relevant professional groups. There has been a recommendation via the Business Planning process to identify a Safeguarding Manager post in order to lead and embed current developments.

There are regular reviews of the CHFT Safeguarding Guidelines ensuring that they bridge both the policies of the respective health economy and those of Calderdale and Kirklees. These are available to all staff on the intranet and are circulated on Safeguarding training courses.

The Trust has established a mechanism on the intranet for recording Safeguarding incidents, actions and outcomes. This will be accessible to authorised personnel. The DATIX system is now being adapted to capture information about low level incidents, with potential to report these through to the respective local authority on a quarterly basis. The Trust has a 'Learning from experience' process to help address issues and improve practice by analysing information from incidents, complaints, PALs themes and NHS Choices.

## Calderdale Domestic Violence Forum and the Disability Partnership

Recent research Making Links (Violence against women research group, University of Bristol and Centre for Study of Safety and Wellbeing, University of Warwick 2005-2008) identified that disabled women were particularly at risk from domestic abuse. Information will be published and circulated in the new financial year.

The Domestic Abuse Partnership is undertaking a piece of work in conjunction with the Disability Partnership to ensure that information about domestic violence services reaches disabled people.

## Cloverleaf Advocacy

Over the last year the Advocacy Service has provided 31(14 males and 17 females ) Independent Mental Capacity Advocates, 6 of whom have represented people under Safeguarding arrangements and 6 for people subject to urgent Deprivation of Liberty Authorisation. It is felt the service remains under-used especially where advocacy may be needed to support decisions about treatment for people lacking capacity. This may change as doctors become more aware of the implications of the Mental Capacity Act and the role of the IMCA in decision-making.

| Nature of impairment of advocacy partner | Number |
|--|--------|
| Mental Health issues                     | 4      |
| Serious physical illness                 | 9      |
| Learning Disability                      | 10     |
| Dementia                                 | 6      |
| Acquired brain injury                    | 1      |
| Autistic Spectrum Disorder               | 1      |

| Reason for referral: decision needed in relation to | Number |
|---|--------|
| Serious medical treatment                           | 3      |
| Change of accommodation                             | 14     |
| Adult Protection/Safeguarding                       | 6      |
| Care review   | 1      |
| Deprivation of Liberty Authorisation                | 6      |
| Referral declined                                   | 1      |

## Care Quality Commission

On 1 April 2009, the Health Care Commission, the Mental Health Act Commission and the Commission for Social Care Inspection combined together to form the Care Quality Commission (CQC).

Safeguarding Adults has become a key area of regulation and inspection in all areas of health and social care services. Consultation has been undertaken and information has been distributed regarding new regulatory standards for care and health services to be in place October 2010. There will be standards to be met for all regulated organisations in relation to safeguarding. The Care Quality Commission is also consulting on its Safeguarding Adults Policy.

## Training and Awareness Report Safeguarding and Related Training

The following training courses have been delivered during 2009/10:

| Induction/Briefings   | Attendance                          |
|---|-------------------------------------|
| <ul style="list-style-type: none"> <li>• CHFT – Induction</li> <li>• Briefings CHFT Doctors/Specialists x4</li> <li>• AHSC induction x 4</li> <li>• Learning Disabilities Champions CHFT x1</li> <li>• Disability Partnership x1</li> </ul> | 2,832<br>80<br>15                   |
| <b>Basic Awareness</b>  |                                     |
| <ul style="list-style-type: none"> <li>• PCT x 6</li> <li>• Multi Agency Independent Service Providers</li> <li>• Adult Health and Social Care</li> <li>• Pennine Housing</li> </ul>  | 130<br>212<br>113                   |
| <b>Advanced Courses</b>   |                                     |
| <ul style="list-style-type: none"> <li>• Advanced Awareness CHFT x 7</li> <li>• Advanced Safeguarding Assessors</li> <li>• Safeguarding Assessors Courses</li> <li>• Chairing Safeguarding Meetings</li> </ul>                              | 60<br>14<br>7<br>5                  |
| <b>Managers of Provider Services</b>  |                                     |
| <ul style="list-style-type: none"> <li>• Safeguarding for Managers of Services</li> </ul>   | 21                                  |
| <b>SWYPFT Training</b>  |                                     |
| Basic awareness<br>300 copies of training workbook have been distributed across the Trust and introductory e-learning course is delivered   | 71 % staff trained across the trust |

### Other: **Mental Capacity Act / Deprivation of Liberty Safeguards Training**

| Mental Capacity Act  | Attendance |
|--|------------|
| <ul style="list-style-type: none"> <li>• Basic Awareness half day x 7</li> <li>• MCA into Practice 2day x 2</li> </ul>   | 88<br>32   |
| <b>Deprivation of Liberty Safeguards</b>   |            |
| <ul style="list-style-type: none"> <li>• One day course x 3</li> <li>• Workshop for Care Home Manager ½ day St Anne's Learning Disability Providers</li> </ul> | 46<br>16   |
| <b>Best Interest Assessors</b>   |            |
| <ul style="list-style-type: none"> <li>• One day refresher</li> </ul>  | 8          |

## Events for People who use services 2009/2010

### Elder Abuse Week – Pennine Housing

Pennine Housing ran a series of events in Action on Elder Abuse week with people who lived in managed / sheltered accommodation to raise awareness about abuse. These were run as social occasions in the communal areas of all the properties with cream teas and games. This did not dilute the underlying message of recognising potential abuse enabling people to feel safe about reporting concerns to staff or directly to Adults, Health and Social Care. The sessions were well received by participants.

### Risky things event

During the summer a group of people from Supported Living Services worked hard with the Risky Things Theatre Company to provide two drama-based workshops for their peers to look at abusive situations and how to deal with them. The participants were involved in writing scripts and acting out situations.

The events were attended by about a hundred people including other people who used support services and their support workers. It was an enjoyable event with lots of participation from the audience who were encouraged to comment on the scenes that were acted out and say what they thought was wrong and what should be done about it.

### Mate/Hate Crime initiative

This year we have been fortunate to have the Project Leader for a Safety Net Project as part of our Training and Awareness sub-committee. This Project is funded by the Government for three years and supported by ARC (the Association for Real Change). Its aim is to enable people who have learning disabilities to deal with hate crime and crime carried out by people who may befriend them. The Project will be arranging events, designing and producing appropriate materials with learning disabled people to raise awareness amongst their own community and with their carers and the general public. The Project is working closely with the Learning Disabilities Partnership Board and recipients of Supported Living.

Empowering people is an important part of safeguarding and the results of this work locally and another pilot project in Devon will shape national initiatives.

### Information about Safeguarding Adults and related courses is available from:

- Workforce Development, Adult Health and Social Care: 01422 393363
- Caren Reid, Calderdale/Huddersfield NHS Foundation Trust: 01484 342022
- South West Yorkshire Partnership Foundation Trust: 01924 32709
- Rebecca Moore NHS Calderdale: 01422 281300



## Priorities for 2010/2011

We will strengthen partnership working to safeguard adults by:

- Establishing a single referral point for safeguarding adults concerns
- Appointing an Independent Chair of the Board
- Establishing governance arrangements for safeguarding adults work within the districts response to hate crime, domestic violence and anti-social behaviour
- Completing our review of the working arrangements of the Board and revising our business plan in line with the findings of the CQC inspection of Safeguarding in Calderdale

The Business Plan has four Key Themes with priorities within them:

### Protect

We will complete the serious case review and use learning to:

- Revise the multi-agency policy and procedures
- Revise partner agencies policies and procedures
- Review and revise content of multi-agency and single agency training courses

### Prevent

- Assure ourselves that organisations have implemented the requirements of the Independent Safeguarding Authority
- Ensure there are safeguarding specifications in all contracts with commissioned service providers
- Assure ourselves that safeguarding adults work has been integrated into the implementation of the Putting People First programme

### Promote

- Develop a communications strategy and review our information for the public

### Perform

- Establish our performance framework to ensure high standards
- Carry out a case audit

**Board Members 2009/2010**

|  |  |
|--|--|
| <b>Chair</b><br>Jonathan Phillips          | Director, Adults Health and Social Care<br>Calderdale Council  |
| <b>Members</b>                             |  |
| Mark Astbury                               | Solicitor, Social Care Team, Legal Services,<br>Calderdale Council   |
| Jason Bedford                              | Independent Domiciliary Care Provider Representative,<br>Local Care Services                               |
| Lee Benson                                 | Assistant District Manager,<br>West Yorkshire Fire and Rescue Service                                      |
| Tim Breedon                                | Assistant Director, Learning Disability Services, South West<br>Yorkshire Partnership NHS Foundation Trust |
| Sue Cannon                                 | Director of Quality and Engagement, NHS Calderdale   |
| Rob Dearden                                | Deputy Director of Nursing,<br>Calderdale and Huddersfield NHS Foundation Trust                            |
| Angela Everson                             | Calderdale Community Forum Representative<br>Joint CEO, Calderdale Women Centre                            |
| Paul Fountain<br>(Until September<br>2009) | Detective Chief Inspector ,West Yorkshire Police   |
| Sue Lewis                                  | Registered Social Landlord Representative<br>Head of Supported Housing, Pennine Housing 2000               |
| Caroline Long                              | Local Area Manager, Care Quality Commission  |
| Terry Long<br>(From September<br>2009)     | Detective Chief Inspector (Calderdale Crime Manager)<br>West Yorkshire Police                              |
| Mick Mellors                               | Head of Mental Health and Learning Disabilities<br>Calderdale Council                                      |
| Andrew Pitts                               | Acting Head of Neighbourhoods and Community Engagement<br>Calderdale Council                               |
| Paul Sharkey                               | Calderdale Safeguarding Children Board Representative<br>Calderdale Council                                |
| Phil Shire                                 | Head of Wellbeing and Social Care<br>Calderdale Council  |
| Tim Swift                                  | Director, Age Concern Calderdale and Kirklees  |
| Carol Tait                                 | Independent Care Homes Representative<br>Waterside Lodge Care Home   |
| Gini Whitehead                             | Head of Calderdale Probation<br>West Yorkshire Probation Service   |
| Heidi Wilson                               | Domestic Abuse Partnership Representative<br>Calderdale Council  |
| <b>Substitutes</b>                         |  |
| Sue Hanks                                  | Specialist Advisor – Vulnerable Adults<br>South West Yorkshire Partnership NHS Foundation Trust            |
| Penny Woodhead                             | Deputy Director of Quality and Professional Development<br>NHS Calderdale                                  |

## Website

Information about reporting abuse is available on the Calderdale Council website:  
[www.calderdale.gov.uk](http://www.calderdale.gov.uk)

## Useful Numbers

### For all safeguarding referrals:

Gateway to Care 0845 11 11 103

### For advice:

Safeguarding Team 01422 363561

### Other useful numbers:

Police Safeguarding Unit 01422 337041

Care Quality Commission 01132 204620

Domestic Abuse Partnership 01422 393165