

## Derbyshire County Council Adult Care

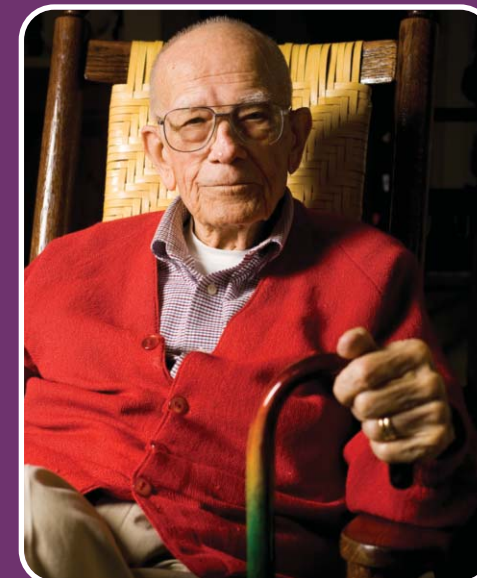
You can contact us in the following ways:  
Call Derbyshire on **08456 158 058** or **01629 533190**

### Area Offices

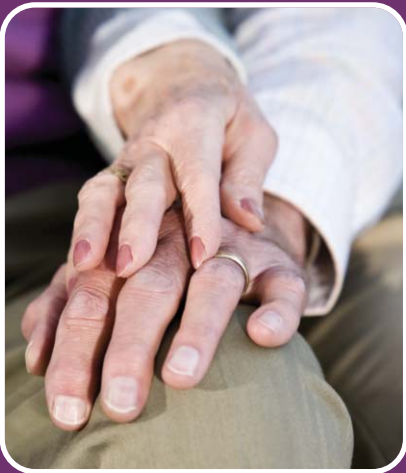
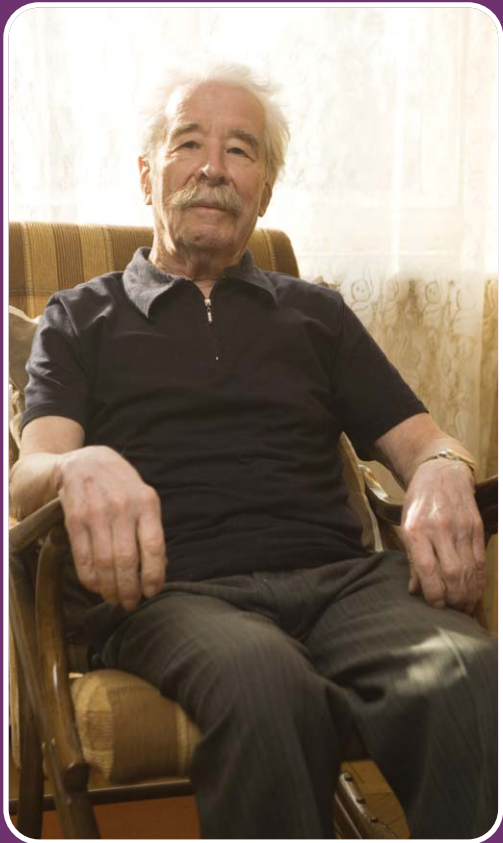
- Derbyshire Safeguarding Board Partners
- Derbyshire Police (Public Protection)
- EMAS
- Derbyshire Healthcare NHS Foundation Trust
- Age UK Derby and Derbyshire
- Derbyshire Probation Trust
- Disability Derbyshire Coalition For Inclusive Living
- Victim Support
- NDVA
- East Midlands Adult Safeguarding Board
- Derbyshire Health United Limited
- Chesterfield Royal Hospital NHS Foundation Trust
- Derby City Council
- Derbyshire Fire and Rescue Service
- HM Prison Service
- Derbyshire MIND
- Derbyshire Carers
- Hardwick CCG
- Derbyshire Community Health Services
- Enable
- Erewash CCG
- Derbyshire Rape Crisis
- North Derbyshire CCG
- Southern Derbyshire CCG
- Derby Royal Hospital – Derby Hospitals NHS Foundation Trust

# Board Report 2012-13

## Derbyshire Safeguarding Adults at Risk Partnership Board







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# Introduction

The Derbyshire Partnership for Safeguarding Adults at Risk Board is an inter-agency forum, which has responsibility for providing strategic leadership in preventing, detecting, and protecting adults who are at risk from abusive behaviour and practice in all their forms. This is achieved by developing, implementing, and evaluating a wide range of operational policies and practice models. It is responsible for ensuring agencies are fully equipped to provide a consistent professional response to abuse and inadequate care both within the community and the residential sector.

Broadly speaking the work of the Derbyshire Adults at Risk Board focuses upon 5 inter-locking approaches to minimising risk

- Working in partnership with vulnerable people to promote their levels of awareness, assertiveness, and self-determination
- Screening out and preventing potential abusers coming into contact with vulnerable people
- Development of policy and best collaborative practice for all staff and care providers
- Providing training opportunities in order to ensure that all staff members fully understand their roles and responsibilities in recognising and responding to abusive practice
- Monitoring the performance of key agencies

The delivery of the highest care standards coupled with the provision of safe, consistent, and coordinated services are at the heart of adult safeguarding. For this to be achieved collaboration is required at all levels, from the integration of a strategic vision across all stakeholders, to the day-to-day partnerships of front line staff at the point of service delivery.



This work can only be done through strong and effective inter-agency collaboration and partnership. Adult safeguarding is the responsibility of all. It is essential that agencies work closely together at all levels to ensure the safety of local people.

The Derbyshire Adults at Risk Board, through the development of operational policy, practice guidance, workforce development, supporting sub-committees, and customer inclusion has helped to enhance good working relationships across all service involved in the care and protection of the public.

Next year will see the Board gaining statutory status placing Adult Safeguarding Boards across the country on a similar footing to those working with Children and Young People.

# 2012 - 2013

This has been a challenging year for the adult and health care systems in relation to national publicity regarding the quality of care that is delivered within people's own homes, residential care settings as well as acute hospitals. We have also seen two major national reports into the significant concerns raised through the Winterbourne View Report into the care of people with a significant Learning Disability and the Francis Report which examined the standards of care in the Mid-Staffordshire Hospitals. This has understandably led to an increased focus upon the need to evidence quality of care being provided to vulnerable people across Derbyshire. Both Adult Care and our partners within our health community are taking an inward looking review of the standards of care for people in our local hospitals and are working to bringing back our clients with a Learning Disability who are being cared for in hospitals outside of Derbyshire.

Recent media reports highlighted appallingly poor levels of dignity and safety within some care settings. These dreadful examples of abject failure in care delivery to protect people from abusive behaviour and practice pose serious challenges for the Derbyshire Adults at Risk Board.

We have responded by introducing improved operational procedures and staff guidance. The Board is also working to gather evidence of people's experience. After all these are some of our most vulnerable members of our community who have no choice but to rely on others to manage their personal care and daily living tasks.

As a response the Board's updated business and action plans reflect the need for a proactive approach in order to obtain evidence from leaders of care provider services in how they ensure high standards of care in their respective organisations.

The action plan holds those responsible to account for their actions. The key to this challenge is to ensure that leaders are committed to improving care standards. There is agreement that as a Board we must insist on evidence that all agencies are striving for excellence, promoting protective cultures, and above all dignified care.

The Derbyshire Dignity in Care Awards are well established and they offer assurance that care settings are committed to keeping vulnerable people safe by promoting care with dignity and compassion. These standards provide an opportunity to evidence the existence of quality care benchmarks across all sectors in Derbyshire.

However, we cannot wait for legislation to inform how we perform our safeguarding duties. By striving to improve, the Board can continue to assure our communities that care services are safe in Derbyshire.





# The Partners in Practice

Outlined below are just some examples of the work our partners have been undertaking to support keeping people safe in Derbyshire. It is by no means an exhaustive list:

The partners have been busy ensuring that we have developed a training programme that is available to both statutory and voluntary sector employees, and we have also been looking at how we can develop training to be tailored to the staff who work on your behalf to safeguard people whether this is in their own homes or in an alternative care setting. We also have specialist training which might include training for professionals for people who are vulnerable and have been a witness to a crime, or need to undertake a complex assessment of a person's ability to make decisions about their future.



The Healthcare Provider Committee provides a coordinated voice for health within multi-agency safeguarding adult framework. Membership includes representation from all healthcare trusts:

- Derbyshire Clinical Commissioning Groups
- Derbyshire Health United
- Chesterfield Royal Hospital Trust
- Derbyshire Community Health Trust
- Derbyshire Community Health Foundation Trust

The group will continue to meet on a quarterly basis and report directly to the Adults at Risk Board. Healthcare providers have completed a second round of the Safeguarding Adults Assessment Framework (SAAF) documents. This provides both healthcare commissioners and providers alike with a broad range of evidence surrounding adult safeguarding performance. The audit also considers associated activities such as Mental Capacity Act/ Deprivation of Liberty, PREVENT, Domestic Violence, Workforce Development, Patient Engagement, and Dignity in Care. Work is also underway to develop a process to enable an adult safeguarding bi-annual peer review across health care settings. This self-assessment process therefore permits providers and commissioners to benchmark their performance against local, regional, and national standards.



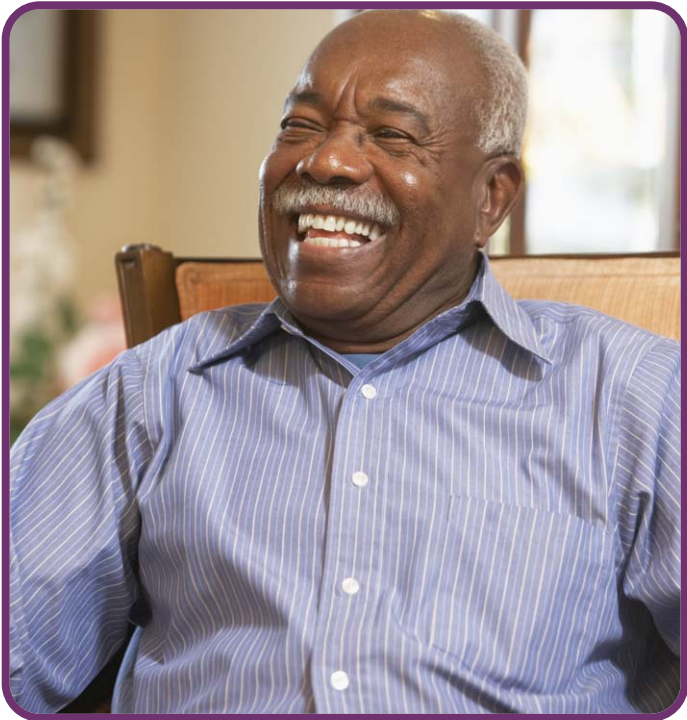
**PREVENT** – the government developed a training programme for all health care practitioners to prevent the targeting of vulnerable people in order to promote radicalised and extremist beliefs and values. The training programme has been implemented and delivered to a diverse range of healthcare settings and staff groups.

**Mental Capacity Act** – an information campaign was launched in 2013 to assist staff in understanding their responsibilities in undertaking capacity assessments and initiating the Deprivation of Liberty process. An e-learning programme and staff toolkit will also be distributed across all relevant providers [E.LINK]

The Derbyshire Fire and Rescue Service is an active member of the Safeguarding Board, providing members with updates on initiatives within the services. Fire Prevention remains a priority, and risk assessments of individual homes continue to be a priority together with learning from fatal fire reviews. The outcomes of the reviews are shared with the Safeguarding Board and enable all of our partners to learn lessons for the future to try and prevent other serious/fatal fires.

One of our local acute hospitals in Derby has developed information packages for both staff and patients to make sure everyone is treated with dignity when receiving care. They have streamlined referral processes and employed a specialist staff member to work with people who may have been subjected to domestic violence or abuse.

Another of our local hospitals, Chesterfield Royal Hospital has now appointed a lead for Safeguarding Adults in the hospital and is working with staff to ensure people are receiving the best care possible.



Derbyshire Community Healthcare Foundation Trust have now appointed a responsible clinician for developing Safeguarding Adult processes within the Trust to support local people and work with other providers of health and social care services to protect them.

East Midlands Ambulance Service [EMAS] has undertaken a number of actions with staff to support the Safeguarding Board, including attending learning review groups. All their staff have received the PREVENT programme training and have streamlined their safeguarding referrals into Call Derbyshire.







Derbyshire County Council Adult Care has worked with and across our partners to award local services with a Bronze or Silver Dignity in Care Award where they have demonstrated and can evidence that all of their patients or local people are treated with the dignity and respect you would want for yourself. All of the successful applicants will be able to display a certificate that recognises the good work they are doing.

Derbyshire Adult Care has seen a high level of activity within the Adult Care department to bring together a single point of referral for all adult safeguarding concerns. Our Adult Care staff now respond to referrals for all vulnerable people including those fleeing domestic violence, where children are not in the family. The department has over the last 12 months introduced a threshold framework to support defensible decision making in how to respond to concerns for all staff involved in the protection of vulnerable people. Early evaluation of this would indicate that this has led to an improvement in the quality of the referrals and we have seen a small reduction in the number of referrals to the department. We would expect this trend to continue during 2013-2014.

Derbyshire Health United [DHU] has worked hard to make sure that the Dignity in Care Standards have been embedded within all areas of their practice, together with training on a number of the major developments within safeguarding vulnerable people.

Derbyshire Probation has provided strategic leadership in the development of safeguarding adults and protecting victims in the county. The Derbyshire Multi Agency Public Protection Arrangements [MAPPA] are now more robust at both a local and strategic level, working together to protect local people from the most risky and dangerous offenders. This follows the lessons learnt from a serious case review.

Derbyshire Police are a significant partner with Adult Care in promoting the safety of local people. We work very closely with our police colleagues through the Central Referral Unit on a daily basis and protecting the vulnerable is a key priority for all of the force. Every year Derbyshire Police hold a Risk and Threat Conference to work with partner agencies to identify the priorities for the year, and Safeguarding Adults is always very high on the agenda for both the strategic managers, and local policing.



We have invested significantly in raising the profile of adult safeguarding within local communities. This consisted of literature being distributed widely across public places e.g. G.P practices; residential homes.

Adult Care ensures close partnership arrangements with other public safety programmes and initiatives:

**Domestic Abuse Services** – Adult Care has worked closely with our Community Safety Partnerships to support the development and provision of services to people experiencing domestic violence, and including providing support to male victims.

**Mental Capacity Act** – Deprivation of Liberty Safeguards. Adult Care is working with our local GP's, hospitals and care homes to make sure that professionals understand their role and responsibilities within this Act to make sure that people are not deprived of their liberty and their human rights are being respected.

**Prevent** – Our colleagues within the Community Safety Partnership are working with public and private bodies to make sure that local people are aware and raise awareness to the police where they suspect someone may be being targeted to radicalisation and extremism of religious beliefs. This is being done through training campaigns across the County.

**Fire Safety** – Adult Care are involved in a number of initiatives with the Fire and Rescue Service, from contributing to fire risk assessments of service users living in their own homes, to assessments for specialist sprinkler systems where there is a high risk of loss of life, and the Look Up campaign to promote the use of Fire Alarms in the home.

Dignity and Compassion has been a major piece of work with all of our partners, developing the Dignity in Care Standards and Award for Bronze and more recently Silver Awards that promote national standards for care delivery across a whole host of settings from care homes to hospital wards to GP practices.





## Statistical Information

### National

Abuse of Vulnerable Adults (AVA) data is recorded by Councils with Adult Safeguarding Responsibilities. The AVA is a mandatory data collection which records the safeguarding activity relating to vulnerable adults aged 18 and over in England. The AVA data helps to support adult safeguarding policy development.

2012-13 is the last year for collection of the AVA return. Future information about adult safeguarding will be collected through a Safeguarding Adults Return (SAR) which requires much of the same data to be collected but in a more summarised form.

The AVA return includes information about the volume of safeguarding activity taking place, the characteristics of adults who may be at risk of harm and the locations in which the abuse has taken place.

A total of 112,000 safeguarding referrals were reported by 151 councils in this period, this is an increase of 4 per cent (4,000) referrals compared to the previous year's data.

The rate of referrals per 100,000 population is highest in the West Midlands, North West and London. Physical abuse and neglect were the most common types of abuse reported in referrals. These types of abuse were also the most prevalent in the data from the previous year.

The alleged abuse was also more likely to occur in a person's own home (39%) or a care home (36%). The source of harm was most likely a care worker (31%) or a combination of a partner or other family member (23%). These findings are similar to those reported in the previous year's AVA data.

Where a case conclusion was recorded 43% of cases were either Substantiated or Partially Substantiated, 30% were Not Substantiated and a conclusion was not determined for 27% of cases. These figures are again similar to those from the previous year.



Those aged 75 and over account for 50% of referrals.

The final AVA report will be published in March 2014 / [www.hscis.gov.uk](http://www.hscis.gov.uk)

### Derbyshire

The following information is based on the initial submission of AVA data and may be subject to amendment.

Derbyshire sits with 16 other Councils sit within a comparator group. These include, Leicestershire, Nottinghamshire, Staffordshire, Norfolk, Cumbria and Kent and allow us to compare our performance with other authorities which have been defined as 'similar' by the Chartered Institute of Public Finances (CIPFA) Nearest Neighbour model based on a range of socio-economic factors.

[www.cipfastats.net/resources/nearestneighbour](http://www.cipfastats.net/resources/nearestneighbour)

The data gathered reflects the national data quoted above in relation to location of abuse and source of harm and also the age group of those referred to safeguarding. This is also mirrored by our comparator councils.

### Derbyshire received 1368 safeguarding referrals 2012-13.

This figure is slightly fewer than the previous year; this may be due to the launch of The Threshold Framework during this period. (document available @ [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk))

#### Referral Breakdown:

- **815** – Female referrals (310 ages 18-64, 505 ages 65+)
- **553** – Male referrals (259 ages 18-64, 294 ages 65+)

**351** referrals were closed after the safeguarding notification and initial investigation was completed. (A decision not to investigate is based on the assessment of seriousness of the information received in the referral, any risks involved and meeting threshold criteria. The Local Authority Service Manager will record and feedback to the referrer why it is not appropriate to investigate further and any further actions / assessments to be undertaken).



### 597 cases proceeded to a Strategy Meeting.

(A Local Authority Service Manager will be responsible for co-ordinating the safeguarding case and chairing strategy meetings where a multi-agency approach is required to deal with the concerns raised in the referral. This should be completed within five days via telephone or meeting depending on the complexities of the case. The strategy meeting will take place after the completed initial safeguarding investigation and assessments are received by the Local Authority Service Manager.

**420** cases then proceeded to a **Case Conference**. (This meeting should be held within four weeks of the strategy meeting and will again require a multi-agency response and will be chaired by a Local Authority Service Manager. The case conference will act as a forum for shared decision making about the facts of the case, the measures to be taken for the person's future protection and on-going risk management).

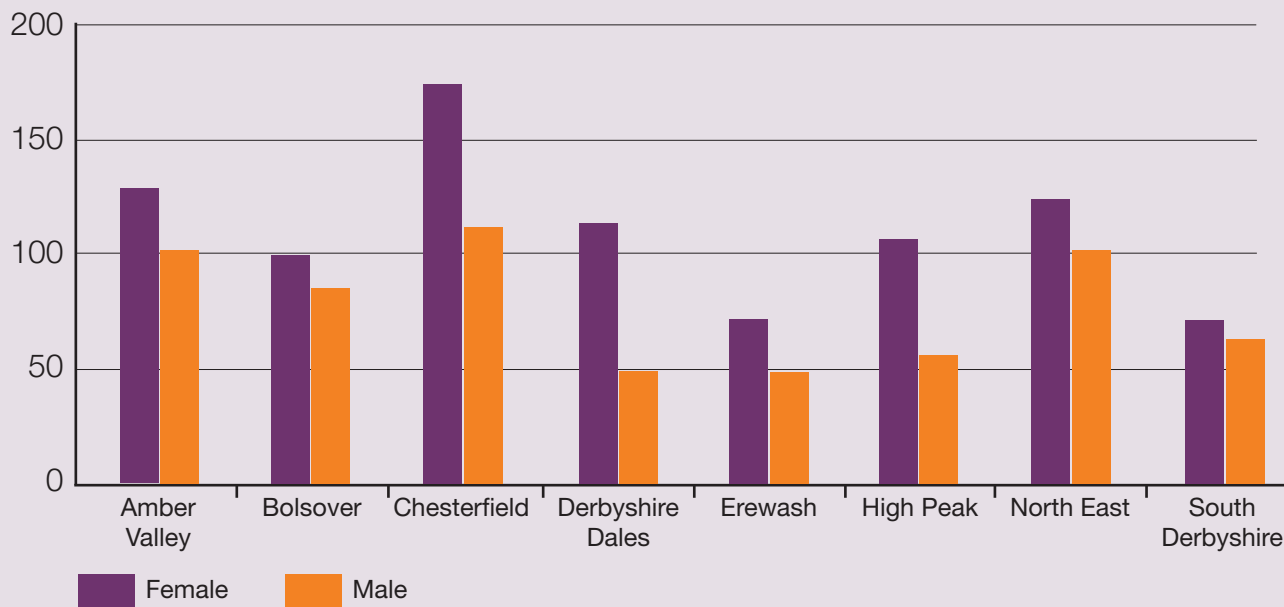
The focus of the safeguarding investigation and meetings should be based on the wishes of the vulnerable adult / adult at risk and should demonstrate inclusion and consultation throughout.

- Please see Derbyshire and Derby City Safeguarding Adults Policy and Procedure and Practice Guidance Documents for more detailed information re the above: [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk)

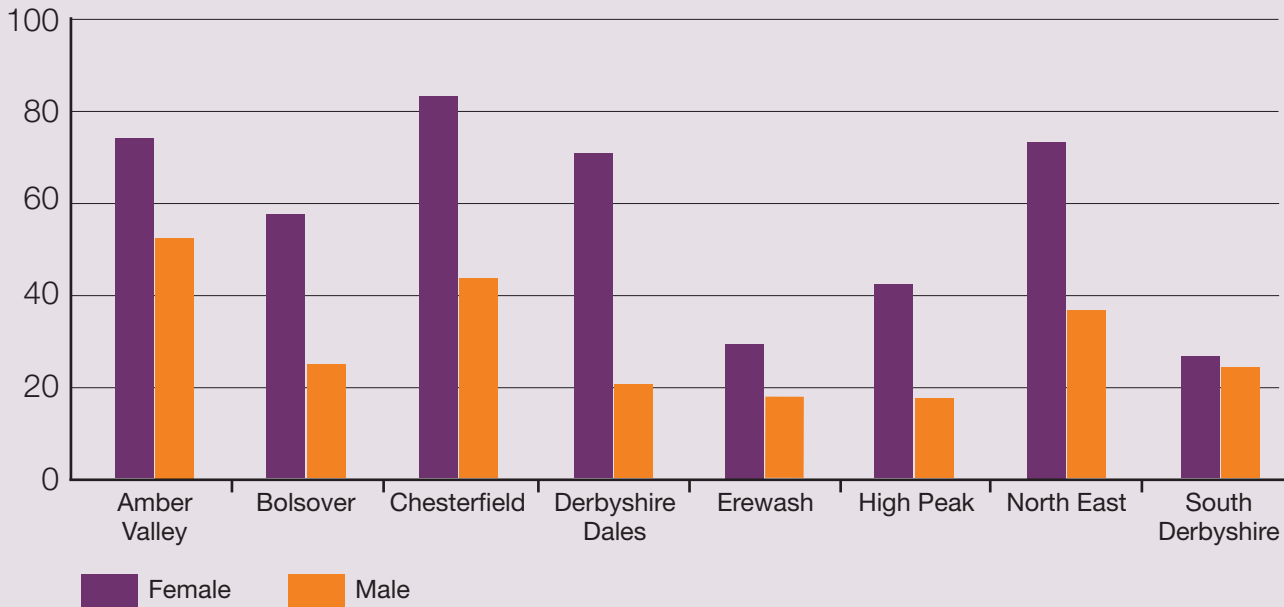


Annual Performance 2012

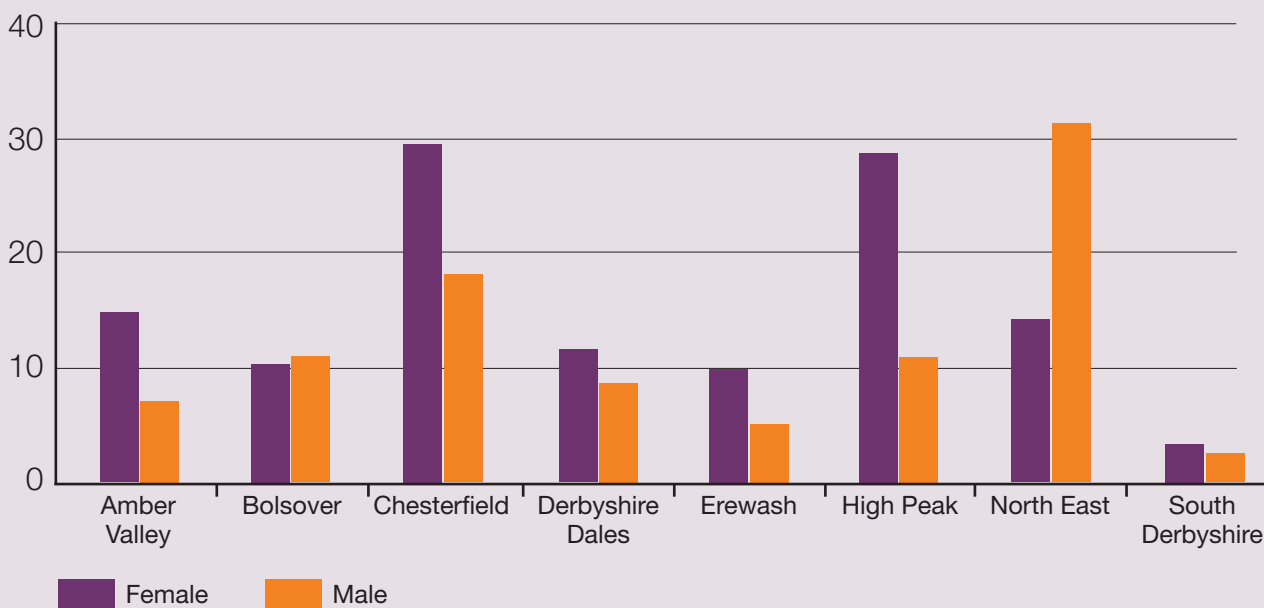
Number of Safeguarding Notifications started between April 2012 - April 2013 for 18 - 64 year olds, by district



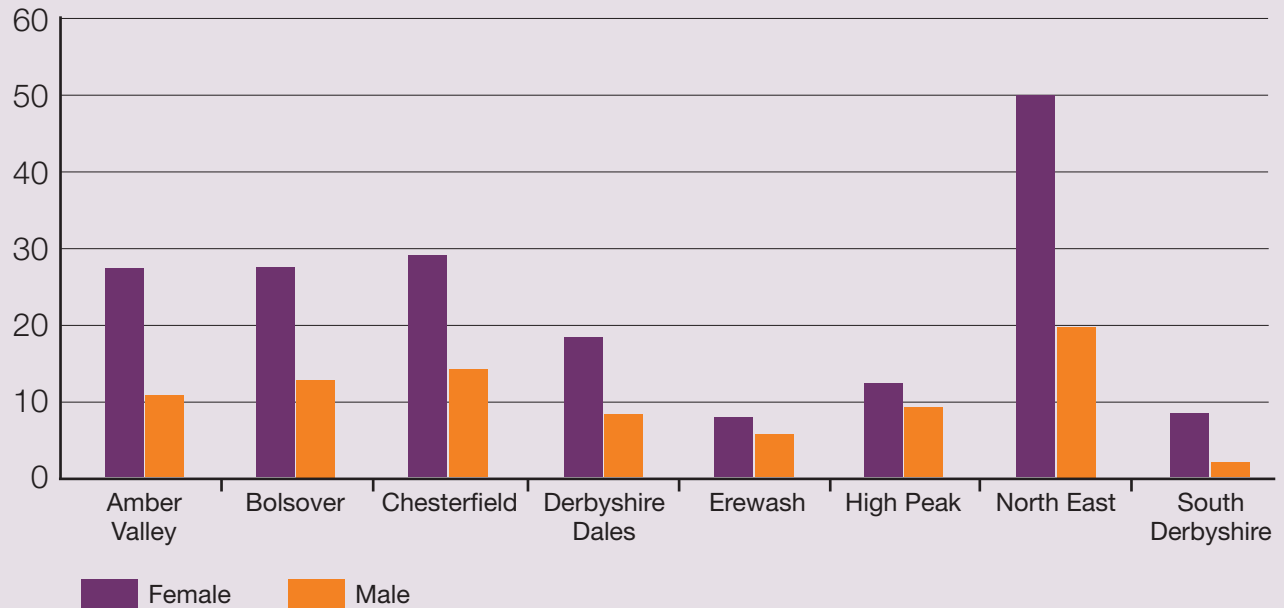
Number of Safeguarding Notifications started between April 2012 - April 2013 for age 65+, by district



Number of Safeguarding referrals gone to Strategy Meetings between April 2013 - April 2013 for 18 - 64 year olds, by district



Number of Safeguarding referrals gone to Strategy Meetings between April 2012 - April 2013 for age 65+, by district







Approximately 20% of referrals are recorded after investigation as being substantiated with approximately 60% recorded as, 'Inconclusive / not determined'. This is higher in both categories than all in our comparator group (28% substantiated, 35% inconclusive / not determined) and nationally (30% substantiated and 27% inconclusive / not determined).

A Protection Plan was accepted in approximately 45% of cases with a further 45% recorded as not being able to give consent. The national and comparator data shows an approximate 50% acceptance of the protection plan but illustrates significant differences to Derbyshire in relation to consent; with the comparator group recording only 18% of people being unable to give consent and the national average around 22%.

The provisional AVA report suggests that Derbyshire shares similar data / outcomes with its comparator councils in many areas. Areas requiring further attention will be addressed by various methods including case audits, staff competency framework, board and sub-group work.

All the required information about the vulnerable adult was recorded in Derbyshire as required on the AVA return with only 3 other councils in our comparator group achieving this. This was also achieved in relation to 'completed referrals' again with only three of our comparator councils also achieving this.

90% of referrals are recorded as received from health, social care and 'other'.

Almost 80% of those referred were previously known to the council. The repeat referral rate in Derbyshire is approximately 24% which is higher than all but two of those in our comparator group and higher than the average across England which is approximately 18%.



## Aspirations for 2013/14

To place vulnerable people at the centre of Adult Safeguarding.

Adult Care will be developing within our existing practice the principle of 'Making Safeguarding Personal' as outlined within the Local Government Association [2013]. [Electronic Link](#)

There is a strong commitment from the Board members to expand upon the work to engage with local people and communities to better understand their experiences within the safeguarding processes, framework, model and practices.



Work is underway to look at how best Derbyshire partners can identify and improve quality assurance within the residential sectors following the Winterbourne View and Francis Reports.

Board members have agreed to represent the work of the adult Safeguarding Board at a variety of customer and public events.



Finally, 2012/2013 has been a challenging year for the Board as we have had to say farewell to our previous independent chair Lynn Harris who had worked hard for the promotion of protecting local vulnerable people and we now must look forward to the recruitment of a new chair to take the work of the Board forward. We look forward to the introduction of the new Care Bill and the focus that this will bring to our work for 2013/2014. We are also looking to our local communities for people to become more involved in the work that the Board is undertaking and that of our partners. If you believe that you have a contribution you would like to make to either our Board or one of the work streams for next year and would like to discuss this then you can email [derbyshireSAB@derbyshire.gov.uk](mailto:derbyshireSAB@derbyshire.gov.uk)

