

Notes from Provider forum Meeting 5th October 2009

Present –

Anna Nockles – ACS
Lesley Dixon – Dalewood,
Dave Beevers – WWFT,
Steven Peacock – CVT,
Peter Scott – Basics Plus,
Kathryn Nunn – Creative support,
Nicola Ham – Craegmoor,
M Steer – Craegmoor,
M Bennett – Craegmoor,
C Cunned – Craegmoor,
Ruth Collin – ACS

Apologies

David Mennell, Chris Holiday, B McNally, Avis Turner, Jill Hill,

Nicola Ham explained she had brought three people involved with services with her to the meeting as Craegmoor involved people through out, Anna explained that the meeting was a Provider Forum and passed on details of the local Speak Up Forum that individuals could attend in future, and that for the presentation this time MS, MB and CC were invited to stay.

Notes from last session had been sent out and received,

Anna explained that Chris J King who had been booked to speak to the forum today had not arrived and was now not able to attend, Anna asked for his presentation on “Safeguarding” to be e-mailed to her which it was and with IT support Anna took the group through the presentation that was delivered through Power Point, the presentation is attached to these notes for reference.

People from Craegmoor left the meeting at this point.

Several points were made and discussions held following the presentation, noted as follows,

- ✚ Safeguarding Alerter Training level 1 should be the minimum for all support staff,
- ✚ Safeguarding Responder Training should be the minimum for staff in a position of manager,
- ✚ Safeguarding meetings involve all people involved and offer a time to come together to discuss situations of concern, this may lead to further investigations involving the police and others, who leads on the investigation depends on the nature of the issues,

- ✚ Financial abuse within the community can be difficult to detect, we agreed if we become aware that there may be an issue the best way forward is to listen and to gather as much information as possible without investigating it first hand, PASS IT ON is the clear message so investigations can be put in place if needed without the initial contact person been in a place of conflict or/and confusing the issues unintentionally,
- ✚ Nothing heard or seen should be felt to be to minor to mention again it was agreed if in doubt PASS IT ON!
- ✚ Medication errors as a one off mistake and continued errors were discussed, we discussed the reporting procedures that happen within organisations and agreed that errors should always be noted and corrective action taken plus involvement of health professionals and governing bodies alerted, safeguarding could also be relevant here.
- ✚

Anna asked those present for ideas of topics they as a group of Providers would like more information on and who we could invite to assist with this, Anna added that the forum was a place for providers to come together be involved and discuss openly issues concerns and thoughts and it was important that in line with the Partnership Board and Valuing People now we were focussed on the way ahead together,

Thoughts noted as follows,

Mental capacity,
 DOLS,
 Workforce Development,
 Valuing Employment Now,
 Person Centred Planning,
 Best Interest Assessments,
 CQC,
 Supporting People,

Ruth to contact Sylvia Barrett to present on DOLS and mental Capacity at the December forum

Anna Thanked all present for attending and gave her apologies for the next meeting,

We agreed for ACS managers to attend the forum if the topic was relevant but recognised that this could become ACS predominant at times, so in usual circumstances Ruth will feed back to ACS managers at the monthly Locality meeting

Dates for 2010 to be set at next meeting,

RM Collin – Registered operations manager 2 S/W/R



What is 'Safeguarding Adults'?

Everybody has the right to:

- live their life free from violence and abuse
- be protected from harm and exploitation
- independence, which involves a degree of risk

Definition of Vulnerable Adult

- “who is or may be in need of Community Care Services by reason of mental disability, age or illness and is or maybe unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation”

[No Secrets 2000]

Policy and Legislative Framework

- **Human Rights Act 1998** – placed a positive duty upon ‘public bodies’ to act compatibly with the 1950 European Convention on Human Rights. This includes a duty to intervene proportionately to protect the rights of citizens. Article 2: ‘The right to life’, Article 3: ‘Freedom from torture’ (including humiliating and degrading treatment), Article 8: ‘Right to family life’ (one that sustains the individual)

Policy and Legislative Framework

- **No Secrets** - guidance published by the Department of Health builds upon the Government's respect for human rights and highlights the need to protect vulnerable adults through effective multi-agency teamwork.

Policy and Legislative Framework

- **Mental Capacity Act (2000)** - introduced a number of safeguards to protect those people who lack capacity. The MCA introduced 5 statutory principles. It also introduced the criminal offence of ill-treatment or wilful neglect of a person lacking capacity and more recently introduced the Deprivation of Liberty Safeguards.

Policy and Legislative Framework

- **Safeguarding Adults National Framework of Standards** - National Framework of Standards was issued by the Association of Directors of Social Services (ADSS). The national framework is comprised of 11 sets of good practice standards in safeguarding adults. It makes a distinct shift in language from 'vulnerable adult' as used in No Secrets to 'safeguarding adults'.

The Safeguarding Adults Policy applies to adults who may come into contact with health and social care services and may need some support to maintain their independence and live in a safe environment. In particular, it applies to the following groups....

Adults over 18 years of age:

- who may have learning or physical disabilities
- who may have mental health problems
- who may be old, frail or ill

And who cannot always take care of themselves or protect themselves without help.

Examples of abuse

Physical abuse:

- Hitting, slapping, pushing, misuse of medication and restraint.

Sexual abuse:

- Rape and other sexual acts to which you have not given consent.

Emotional abuse:

- Threats, intimidation, controlling, bullying, taking away privacy or threatening to abandon. Failing to meet emotional needs.

Examples of abuse continued

Financial abuse:

- Theft, fraud, misuse of property/possessions/benefits and withholding what belongs to you. Unexplained household repair bills. Unexplained withdrawals from savings or bank accounts.

Neglect:

- Withholding food, drink, adequate heating and/or clothing and failing to provide access to health and/or social care.

Where might abuse happen?

Abuse can happen anywhere:

- at home
- in a care home
- in hospital
- in sheltered housing
- in supported living
- at day centres and other day services
- outside

Safeguarding Process Roles & Responsibilities

- Alerter
- Referrer
- Safeguarding Manager
- Investigator
- Safeguarding Adults Co-ordinator

Alerter

- **Anyone** who has contact with vulnerable adults and hears disclosures or allegations, or has concerns about potential abuse or neglect has a duty to pass them on appropriately
- The alerter also has a role in addressing immediate safety or protection needs

Possible Alerters

- Resource Workers Level 1-3
- Volunteers
- Cooks
- Drivers
- Personal Care at Home Staff
- Team Leaders
- Mental Health Support Workers (Care & Recovery Workers)
- Health Care Assistants
- Community Information Assistants
- Registrars
- Occupational Therapists
- Day Centre Staff
- Team Leaders PCAH
- Social Care Co-ordinators
- Social Care Assessors
- Care Managers
- Approved Mental Health Professional
- Administrative Staff

Types and Levels of ACS Staff

(Examples)

- Level 4 Registered Managers
- Operations Managers
- Team Leaders PCAH
- Social Care Co-ordinators
- Social Care Assessors
- Care Managers
- Nominated Level 3 Workers
- AMHPS
- Library Staff
- Day Centre Managers

Making a Referral

- A referral is when the alert is formally reported to Adult Community Services or the Police (within 24hours)
- Each agency must have internal procedures and nominated staff who are responsible for referring
- Gather as much information as you can about the allegation before telephoning the Customer Contact Centre
- See Inter-agency Safeguarding Adults Alert/Referral form (SA A)

Alert/Refer to Adult and Community Services

- **Customer Service Centre**

Tel: 0845 034 9410

Fax: 01609 532009

Text phone: 0845 603 6391

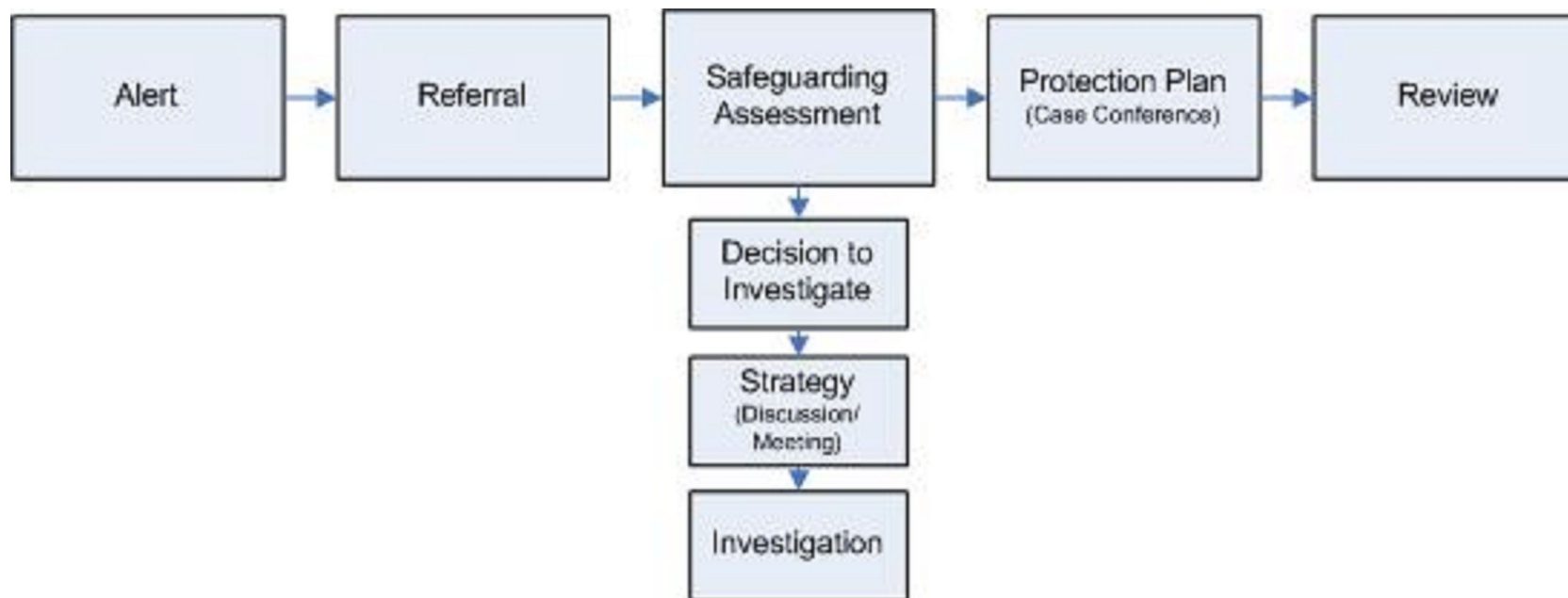
cru.customer.services@northyorks.gov.uk

Open: Monday - Friday 8 am to 8 pm (excluding Bank Holidays) and Saturday 9 am to 5 pm

- **Emergency Duty Team** (outside above hours)

Tel: 0845 034 9417

The Process



Safeguarding Team

- **Craven/Harrogate**

Nicola Webb **Telephone:** 01609 532067

Email: nicola.webb@northyorks.gov.uk

- **Hambleton/Richmondshire**

Mary Aston **Telephone:** 01609 533641

Email: mary.aston@northyorks.gov.uk

- **Scarborough/Whitby/Ryedale**

Vanessa Blackburn **Telephone:** 01609 534721

Email: vanessa.blackburn@northyorks.gov.uk

- **Selby**

Rob Watson **Telephone:** 01609 534742

Email: rob.watson@northyorks.gov.uk

- **NYCC – Safeguarding Adults Manager**

Chris Jones-King **Telephone:** 01609 538364

Email: chris.jones-king@northyorks.gov.uk

Other useful contacts:

- **Action on Elder Abuse** (National Helpline) 0808 808 8141
- **Victim Support Helpline** 0845 30 30 900
- **The Samaritans** 08457 90 90 90
- **Help the Aged** 020 7278 1114
- **Age Concern** 0800 00 9966
- **Shelterline** 0808 800 4444

Other useful contacts: continued

- **BT Nuisance Call Advice** 0800 661 441
- **Women's Aid** 0808 2000 247
- **Consumer Direct** 08454 040506
- **Care Quality Commission (CQC)**
03000 616161
- **North Yorkshire Police** 0845 60 60 24 7

**For further information and to view our
Multi-Agency Safeguarding Adults
Policy, please look at our website:**

www.northyorks.gov.uk/safeguarding

SCARBOROUGH,WHITBY,
RYEDALE LEARNING DISABILITY
PARTNERSHIP BOARD

PROVIDER FORUM

**COME AND JOIN US AND BE
“INCLUDED”**

MONDAY 7th December 2.00 – 4.00 pm
AT NORTH YORKSHIRE HOUSE.

Agenda for the meeting, includes Presentation
and discussion with Sylvia Barrett on
“DOLS – Deprivation Of liberty Safeguards”
and “Mental Capacity”

Facilitator will be Anna Nockles (A&CS)

Looking forward to seeing you there!

RM Collin Registered operations manager 2 S/W/R,
Phone – 01609 534511