

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Safe and Healthy People Select Committee
Date of meeting:	30 April 2014
Report Title:	Adult Services – Safeguarding Adults
Reference:	5802
Report From:	Director of Adult Services

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1. Purpose of Report

- 1.1 The purpose of this report is to update the Safe and Healthy People Select Committee about developments in respect of safeguarding adults. In particular, the Committee have requested information about recent issues at Westholme nursing and residential home, run by Hampshire County Council, which is provided as part of the report.

2. Contextual Information

- 2.1 Hampshire County Council Adult Services approach to safeguarding is defined by the 'No Secrets' guidance (Department of Health 2000), which is issued under Section 7 of the Local Authority and Social Services Act 1970. This guidance places a duty of partnership on statutory health and social care organisations to work together to put in place services which act to prevent abuse of vulnerable adults, provide assessment and investigation of abuse and ensure people are given an opportunity to access justice.
- 2.2 The 'No Secrets' guidance gives the Local Authority a leadership and co-ordination role to ensure that all those who provide services for our citizens work together to address the safeguarding agenda in Hampshire and this is fully recognised as a corporate responsibility. Adult Services are working closely with external partners through the Hampshire Safeguarding Adults Board (HSAB).
- 2.3 Scrutiny of adult safeguarding is provided through bi-annual presentation to the Safe and Healthy People Select Committee. In addition, adult safeguarding is also considered at the Health and Wellbeing Partnership Board to ensure that all strategic agendas are aligned to meet the identified needs of the Hampshire population.

3. The National Picture

- 3.1 The Care Bill continues its journey through parliament and will come into law in April 2015. The Care Bill reinforces the lead agency role for local authorities and names the Police and NHS Commissioners as key partner agencies.

4. The Local Picture

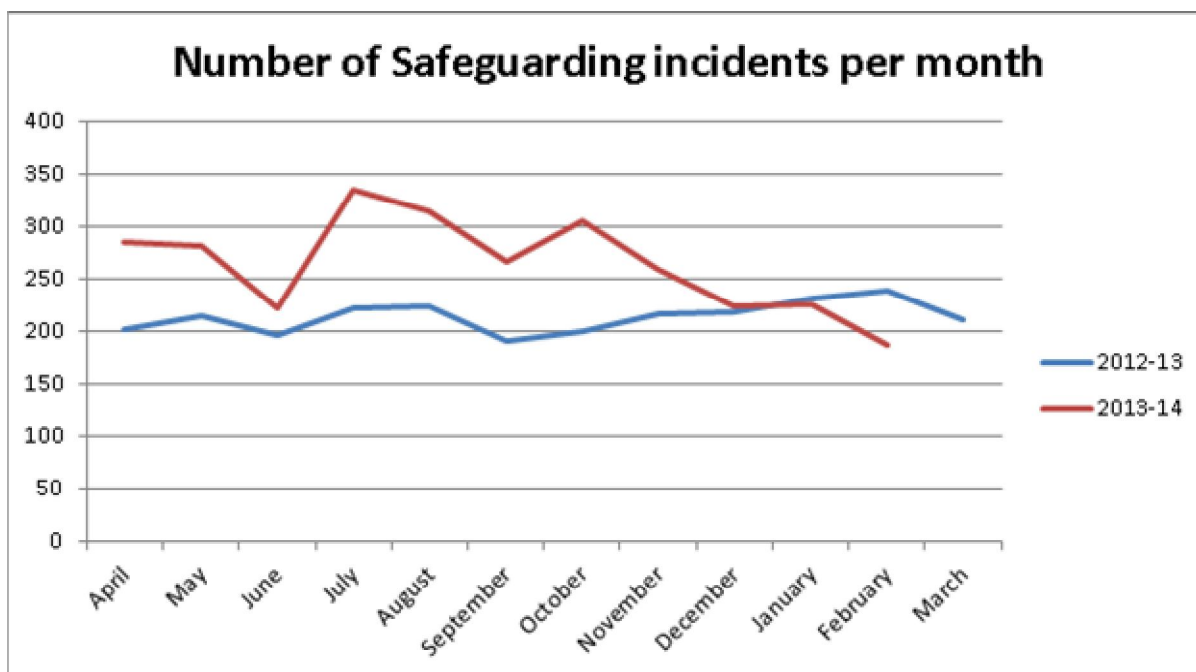
- 4.1 The Hampshire Safeguarding Adults Board (HSAB) Annual Report (covering 2012-2014) is currently being produced and will be brought to the Committee later in the year.
- 4.2 Hampshire County Council Adult Services staff are contributing to the Department of Health working group which is writing the national practice guidance that will underpin the Care Bill once it becomes law. This has offered an opportunity to offer examples from local services as evidence of good practice to a national audience.
- 4.3 Adult Services have been working with Children's Services to develop a Multi Agency Safeguarding Hub (MASH) in Hampshire. This development co-locates social care with the Police and NHS staff and has the potential to deliver significant improvements in safeguarding, through timely, multi-agency information sharing, more consistency of decision making at the early stages of cases, the ability to respond to a greater number of safeguarding referrals within existing resources and a faster immediate response to reports of abuse.
- 4.4 The Adult part of MASH commenced work at the end of January 2014 and the arrangements have worked well to date. It has been recognised that input from mental health will be key to making this process work, as nationally around 25%¹ of all safeguarding work is recognised as having a component of mental health. Southern Health NHS Foundation Trust are working with Adult Services in order to secure this resource.
- 4.5 In the last six months, the HSAB have carried out a significant amount of work in preparation for moving into a statutory framework as follows;
- Review of HSAB governance arrangements
 - Introduction of a 'Real Life' case study at HSAB meetings to focus attention on the front line and outcomes
 - The introduction of a new multi-agency learning and review process which will support Serious Case Review
 - Learning from Experience database to be launched for staff in April 2014
 - HSAB website to be launched April 2014
 - Safeguarding in Prison Framework (commended as best practice by Her Majesty's Inspectorate of Prisons)

¹ National Adult Social Care Information Service, Final Abuse of Vulnerable Adults Data 2012-13

- Management of the Hampshire and Isle of Wight (IOW) Safeguarding Communication Network and production of a protocol on behalf of the four Hampshire local authorities
 - Management of the Hampshire and IOW Workforce Development Group and Fire Safety Group
- Stakeholder Events set up to meet people around the County in order to inform safeguarding strategy and development

5. Performance

- 5.1 The overall number of safeguarding referrals (cases progressed into the safeguarding process) in 2013/14 has continued to increase, compared to 2012/13. At the time of writing the final end of year figure is not available, but in-year monitoring indicates referrals are 23% up on last year at 3,152 (compared to 2,559).
- 5.2 It is recognised that some other local authorities use a risk management protocol which sits underneath the safeguarding policies and is applied when the threshold for safeguarding is not quite met. Adult Services is currently working with the other three local authorities in Hampshire to develop a risk management protocol - as part of the Pan-Hampshire Safeguarding Policy's and Procedures - in order to move some of the current work which falls into the safeguarding arena into this shorter process. This should result in a reduction in referrals in the medium term.
- 5.3 Referrals have increased across all client groups, compared to 2012/13, although there are with a higher increase in physical disability and mental health compared to older peoples and learning disability services.
- 5.4 The increase within Mental Health (MH) is largely as a direct result of the work that has been undertaken over the last 2 years to improve referral recording in the Integrated health and social care MH Teams; as extensive training has been undertaken with teams along with improvements to the accessibility of the social care client record system (AIS) from Health settings.



- 5.5 The MASH went live in January 2014 and safeguarding activity being undertaken by the MASH is being monitored, although at present it is too early to determine the impact of the team on overall safeguarding referral activity. It is expected however that in the short term, whilst the MASH team are settling into the work, referral will remain the same or increase. However, in the longer term, it is expected that there will be a reduction in referrals.
- 5.6 Neglect remains the most reported type of safeguarding abuse followed by physical abuse and financial abuse, across all client groups, although variations do occur between groups. In MH financial abuse is the most prevalent reason, physical abuse in Learning Disabilities, and neglect in Older People and Physical Disabilities.
- 5.7 In 2012/13 residential and nursing setting was the most common location where abuse was occurring, during 2013/14 this has shifted with a persons' 'own home' being the most commonly identified setting. Last year 42% of incidents occurred in a residential and nursing setting with 'own home' representing 30%, in 2013/14 residential and nursing has reduced 34% with own home representing 36%; based on in year monitoring.
- 5.8 Whilst residential and nursing setting have reduced the overall number of institutional Level 4 investigations remains high and at the end of the March 20 were open across the department, of which 15 related to residential or nursing establishments. These cases are dealt with by operational managers within the department and Senior Managers from the care home or domiciliary care organisation are called to account through the provisions of the Hampshire County Council Adult Services contract.

6. In-House Older People's Residential and Nursing Homes and the Care Quality Commission (CQC)

- 6.1 The CQC is the national body which is responsible for inspection and registration of care homes and other social care services. In July 2013 Andrea Sutcliffe took up post as the new national Chief Inspector of Adult Social Care and is responsible for developing the way CQC inspect, regulate and monitor services.
- 6.2 'New Start' is the process through which inspection is being strengthened and is resulting in increased scrutiny and a 40% national rise in the issue of enforcement notices. This new direction taken by CQC is in response to a loss of public confidence following events at Mid Staffordshire NHS Trust and the independent hospital, Winterbourne View.
- 6.3 Within this context, the Committee has requested information about Westholme residential and nursing care home based in Harestock, Winchester. This home has 25 nursing and 37 residential beds.
- 6.4 Westholme was inspected on 15 February 2013 and 16 October 2013, and was found to be non-compliant in relation to staffing. As a result, an enforcement notice issued. There were acknowledged difficulties at the time in recruiting the calibre of senior and other staff in the unit.
- 6.5 Westholme was re-inspected on the 24 February 2014 and was found compliant against staffing. The CQC report recognised that Hampshire County Council had taken action to ensure that there were enough qualified, skilled and experienced staff to meet the health, safety and welfare needs of people using the service.
- 6.6 The increase in staffing levels at Westholme has had a positive impact for the people using the service and has resulted in the enforcement notice being lifted and a full compliance status achieved. The newly appointed manager is having a positive impact and this was noted by the CQC inspector.

7. Conclusion

- 7.1 In conclusion, Hampshire County Council Adult Services is currently undertaking a significant amount of work with partner agencies in the area of adult safeguarding in order to ensure that our responses are appropriate and meet the needs of service users both now and into the future.
- 7.2 Adult Services has robust processes in place to monitor the quality of the care provision within in-house homes and have worked with CQC, service users and their relatives to ensure any issues identified are rectified.
- 7.3 Hampshire County Council is taking a lead role in safeguarding and Adult Services will continue to maintain investment in this core area of business to ensure delivery of its statutory responsibilities.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	yes
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	yes
Corporate Improvement plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

Safeguarding Adults Policy 2013

<http://www3.hants.gov.uk/professionals-abus.htm>

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

- 1.1. The approach taken is offer services equally to all. An equality impact assessment has been completed and is published on Hampshire County Council website.

2. Impact on Crime and Disorder:

- 2.1 The Department works closely with the Hampshire Constabulary in delivery of the adult safeguarding agenda.

3. Climate Change:

- 3.1 How does what is being proposed impact on our carbon footprint / energy consumption?

At present, there is no impact on Hampshire County Council carbon footprint or energy consumption.

- 3.2 How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

There is no impact on the need to adapt to climate change.