

2016/17

Cheshire East Safeguarding Adults Board
Annual Report

**STOP
ADULT
ABUSE**



everyone's business

Welcome from the Chair(s):



I am very pleased to introduce this Annual Report from the Cheshire East Safeguarding Adults Board (CESAB). The Annual Report shows how the CESAB has delivered on the areas of work previously identified as priorities for 2016/17. This is important because it shows what the Board aimed to achieve and what was actually done both as a partnership, and through the work of participating partners. The report aims to provide a picture of who is safeguarded in Cheshire East, in what circumstances and why.

I am very mindful of pressures on partners in terms of resources and time and grateful to all those who have engaged in the work of the CESAB. This is a journey that we are all making together. I would like to acknowledge all the hard work that takes place on the frontline, and across the partnerships every day and you should feel proud of the contribution you make. This will be my last Annual report as I stepped down as Chair in August and handed over (in the interim at least) to Geoffrey Appleton who also Chair's Cheshire West Safeguarding Adults Board. I wish Geoffrey and the Board every success and hope it will provide an

opportunity to share good practice across the two Boards.

Robert Templeton

Outgoing Independent Chair of Cheshire East Safeguarding Adults Board

I am delighted to be joining the Cheshire East Safeguarding Adults Board and I pay tribute to my predecessor Robert Templeton and the contribution he made to the Board and join with you in wishing him well for his future in all that he does.

I am the Independent Chair for Cheshire West and Chester Safeguarding Adults Board a role I have held for over six years. I have led development days for a number of Safeguarding Boards in the NW and other parts of the country and spoken on bringing systemic improvements to safeguarding at national conferences. Until my early retirement in 2010 I was the Area Director for HM Courts Service for Cheshire and Merseyside and was the lead chief officer for Cheshire Criminal Justice Board for Community Engagement and worked closely with partners across the county to improve the justice system for the citizens of Cheshire.

I have been a non-exec in the NHS for over 14 years in a variety of organisations including my current role as Lay Chair for St Helens Clinical Commissioning Group. I am also a Trustee of Cheshire Young Carers.

We speak of a health and social care system but in reality there a number of systems that do not always work as one. I often say when things go wrong, "everyone has a piece of the jigsaw, but who has the box and the big picture?"

Working together with effective partnerships is key to protecting adults at risk and we need now as a Board to build upon the Peer Review and to be open with each other to ideas and constructive challenge to seek assurance that the system is as good as it can be and restless in seeking improvements so that we can be an outstanding board.

Geoffrey Appleton

Interim Independent Chair of Cheshire East Safeguarding Adults Board



Who are we?

The Cheshire East Safeguarding Adults Board (CESAB) is a statutory multi-agency partnership comprising of Cheshire East Council, Cheshire Police, NHS Eastern Cheshire Clinical Commissioning Group, NHS South Cheshire Clinical Commissioning Group, housing, local Hospital Trusts, Cheshire and Wirral Partnership NHS Trust, North West Ambulance Service, the local prison plus probation trusts and Healthwatch Cheshire East.

The Board meets every 3 months and has a number of sub-groups.

The purpose of the Board

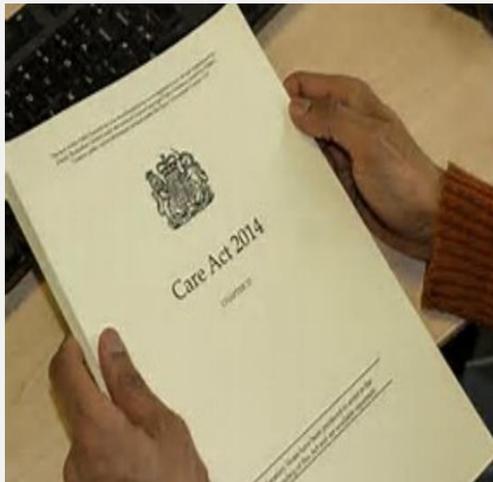
The overarching purpose of the board is to help and safeguard adults with care and support needs. CESAB ensure that locally abuse is prevented and that partners respond when abuse does occur in line with the needs and wishes of the person experiencing harm.

Our aims

Working together and with adults at risk of abuse the board aims to ensure people are:

- safe and able to protect themselves from abuse and neglect;
- treated fairly and with dignity and respect;
- protected when they need to be;
- and able to easily get the support, protection and services that they need.

What is Safeguarding? Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect



‘Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action’

Care Act 2014

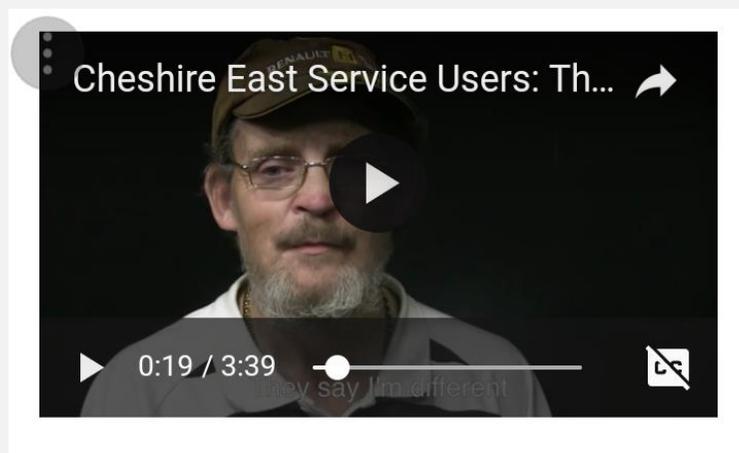
The work of the Board is driven by its vision that People in Cheshire East have the right to live a life free from harm, where communities:

- Have a culture that does not tolerate abuse
- Work together to prevent abuse
- Know what to do when abuse happens

What has the board done in 2016/17?

Priority 1. To listen to people who have been subject to abuse or neglect, and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes

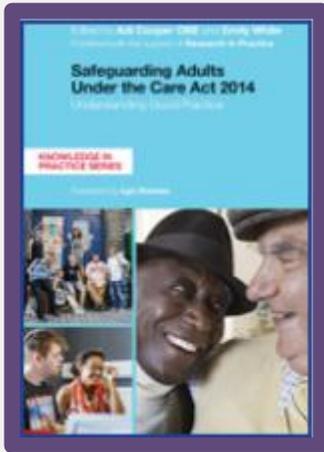
The Board has continued to build on its strong reputation for Making Safeguarding Personal. The Board ensured that it listened to Service Users experiences of adult abuse. The Board has also recognised the good practice in the work of frontline staff by nominating Cheshire East social workers for the Social Worker of the year awards.



The Spoken Word

The Service User Sub-group of the Cheshire East Safeguarding Adults Board created a spoken word video working with the Axis Arts Centre at Crewe Campus, Manchester Metropolitan University. The spoken words focus on the service users own life experiences and send a powerful message to Stop Adult Abuse. The piece was launched at the National Care Act Conference.





Safeguarding Adults under the Care Act 2014 Understanding Good Practice

The work of the Service User group will also be featured in a new publication 'Safeguarding Adults Under the Care Act 2014 Understanding Good Practice'. The Group's work for the book took place in 2016/17 and the book is due to be launched in May 2017, The book examines the impact of the Care Act 2014 which has introduced new safeguarding duties for local authorities, and describes what up-to-date practice should look like, and how to provide the best quality care and support for adults who may be at risk of abuse or neglect.

Priority 2. To seek assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults at risk

The Board has conducted the following activities against this priority:

- Commissioning a Peer review of Adult safeguarding services
- Annual Single agency Reports submitted from all partners
- The board produces regular data regarding Safeguarding activity
- Developing a Housing and Safeguarding Network
- Conducting a True for Us exercise focussing on a Safeguarding Adults Review published by another authority.
- The Board's Learning and Development Competency Framework was launched in April 2016

Priority 3. To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect

The Board has conducted the following activities against this priority:

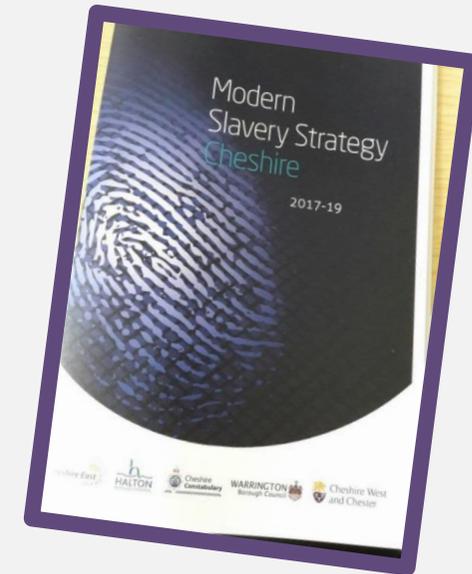
- Held an number of public awareness sessions/ events
- Updated the CESAB website
- Raised our profile on social media via the use of Twitter and Facebook pages
- Worked with national organisations to promote the work of the board in Making Safeguarding Personal



Priority 4: identify, and monitor the implementation of changes, that prevent similar abuse or neglect happening to other people

We have developed a number of Policies & procedures that were launched in 2016/17:

- North West Safeguarding Policy
- Help develop the Modern Slavery Strategy
- Internal enquiry guidance for partners and Providers
- Key Safe Protocol
- Adult at Risk/Self Neglect Update
- Deprivation of Liberty Easy Read framework
- Missing from Home/ Care settings



Priority 5: To be assured of the safety and wellbeing of anyone who has been subject to abuse or neglect, and that appropriate action has been taken against those responsible

- * Serious Case Review Group met to review 3 cases, and oversaw one Reflective Review
- * Board reviewed the themes of all referrals to date to the Serious Case Review Group
- * The Board conducted two statistical deep dives in 16/17, looking at Repeat Referrals, and cases concluding in 'No further Action'
- * The Self-Neglect Forum met every 6 weeks to review high risk cases where people's lifestyle choices could result in significant harm or death.
- * The Board also conducted an analysis of themes and trends of referrals to the Self-Neglect forum
- * In January 2017 the board reviewed the structure & priorities of the board

Performance and activity Information 2016-17

SAFEGUARDING CONCERNS
 3175 concerns were received by the local authority



RATIO OF CONCERNS RECEIVED	
FEMALE 64%	MALE 36%
Age	Age
26% 18-64	36% 18-64
66% 65-84	62% 65-84
8% 95 over	2% 95 over

Of which 1030 were section 42 enquiries.
 An enquiry is what needs to be looked at to confirm a person is safe



COMPLETED ENQUIRIES (S42)

Location of abuse

- 43% Own home
- 32% Care home
- 13% Nursing home
- 8% Community
- 4% Hospital

'Hospital' includes community hospitals, acute hospitals and mental health inpatient settings

COMPLETED ENQUIRIES (S42)

Types of abuse

- 31% Neglect
- 28% Physical
- 15% Emotional
- 15% Financial
- 6% Organisational

RESULT OF ACTION TAKEN

- Reduced Risk 71%
- Removed Risk 19%
- Risk remained 10%

During 2016/17 the Board received 3 referrals for a Safeguarding Adults Review (SAR), none fulfilled the threshold for a full SAR but one did result in a Reflective Review.

33 cases were referred to the Board's High Risk Self-Neglect Forum – 16 cases were heard at the Forum and 8 were referred to the Medium Risk Hoarding group

Data comparisons to the North West England figures for 2016/17 available on request

John's Story

John lives with his wife. He is 78 years old & has dementia and poor mobility. His wife is his main carer & has a small care package in place to support her as John's carer.

Adult Social Care received a safeguarding referral from the carers following their morning call to support John with personal care. They had found a hand shaped bruise on his back. When the carer had spoken to John's wife she had admitted that she smacked her husband's back in frustration when she had been supporting him with his toileting and mobility.

The social worker visited the family and spoke with both John and his wife to determine what the issues were. Despite John's verbal communication issues he was able to demonstrate that he was happy with his wife and wanted to continue to stay at home.

John's wife received a Carer's Assessment & it was determined that John's wife would benefit from a number of actions to help her continue to care for John. An Occupational Therapist identified new equipment to support John's reduced mobility and the home environment. John will now also receive respite services. NHS partners also arranged a review of John's medication.

Although everyone agreed that the assault had taken place it was felt that by following the Making safeguarding personal process professionals were able to address the issues. The outcome for John was that everyone valued his relationship and the support his wife gives him whilst also recognising that being a carer can be stressful and that John's wife may need more support to manage this role.

CASE STUDIES

Helen's Story

Helen is 58, has a learning disability and lives in her own home with regular support visits from a Domiciliary Care Agency.

Andrea, a Support Worker from the Care Agency was doing her morning visit at Helen's address when she noticed that Helen's letter box was open and a hand was holding it open from outside.

Andrea opened the door to a male who quickly started walking away, Andrea asked who he was and he claimed he was a friend of Helen's son to which Andrea became suspicious as Helen does not have any children.

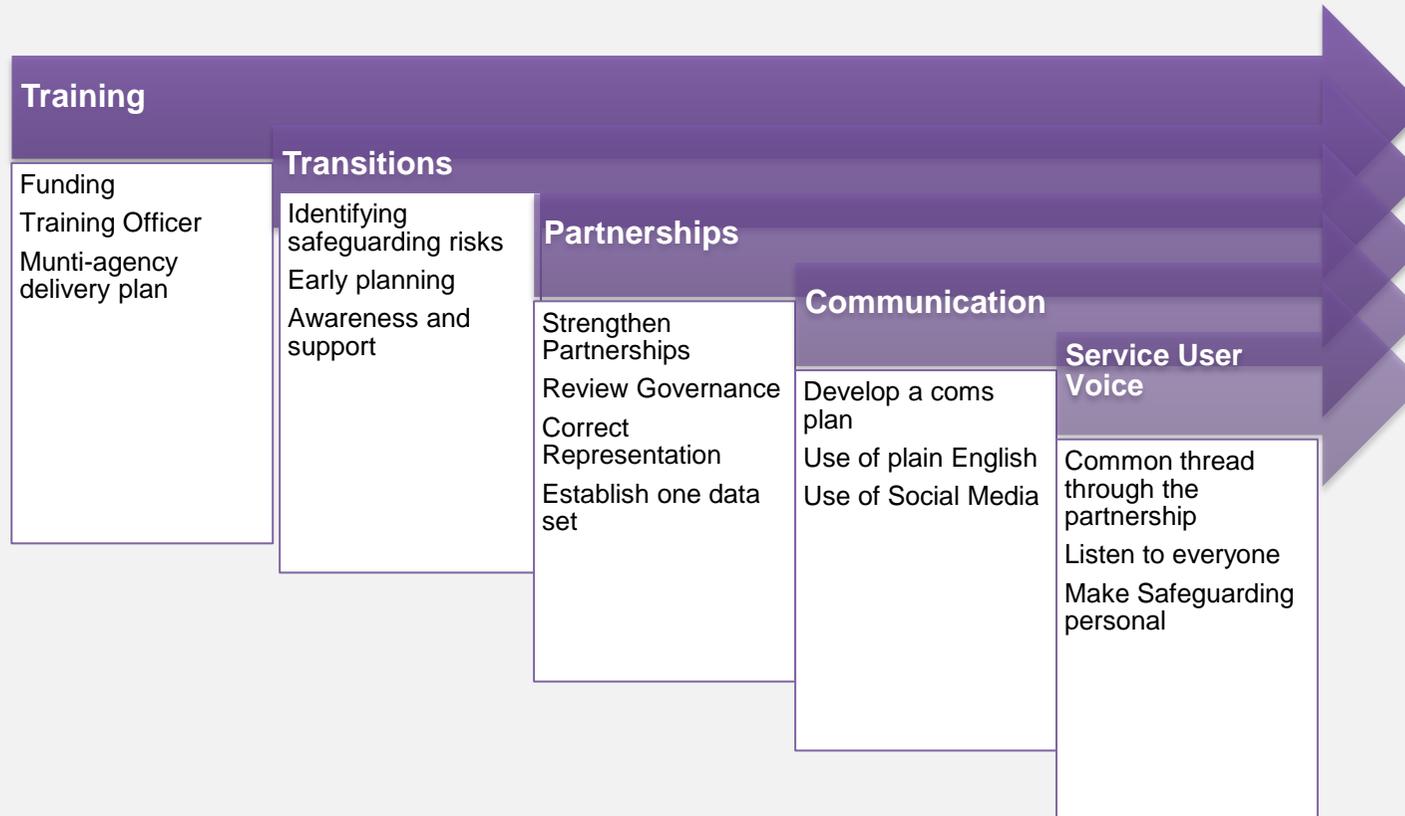
Adult Social care was contacted as were next of kin, Helen's cousin arrived to support her.

Helen informed the Social Worker that she did not know the male at the letterbox but that he had been to her property before to use the toilet and telephone. She had let him in as he said he was a local utility worker.

During the investigation it became apparent that a substantial amount of cash had been taken and Cheshire Police were contacted immediately.

Helped by Andrea raising her concerns quickly and appropriately, there was a criminal prosecution and resulting in the perpetrator receiving a custodial sentence.

At the recent Board Development Day, CESAB agreed to build on what the board achieved in 2016-2017 by developing the following five priorities for the CESAB strategy.



Training: The Board will develop & agree a training strategy with partners including:

- Identifying funding for a training officer post
- Working collaboratively with the others to create multi-agency accessible training
- Developing a range of training options including inter-professional team simulation training events, scenario based interactive learning/e-learning and attendance at multi-agency safeguarding strategy meetings and conferences.
- Strengthening practice around personalisation and advocacy

Transitions:

We will review the current children to adult's services transition policies and procedures in health and local authority services in relation to safeguarding including:

- Auditing compliance with existing policies and procedures, highlighting and sharing good practice initiatives and to disseminate learning from policy and practice reviews.
- Providing assurance to the CESAB and Local Safeguarding Children's Board of policy compliance with regard to transitions.

Strengthening Partnerships: We will use the Peer Review report to develop an improvement plan which will include the following:

- We will review the governance of the board to ensure we have the correct representation and that it is not over burdensome to partners.
- We will establish one data set and agree a format for presenting data which is understandable to all agencies and is regularly reported to CESAB
- We will benchmark safeguarding data against neighbouring local authority areas

Improving Communication: We want to improve communication between all those involved in safeguarding adults and improve the appropriateness and proportionality of referrals by:

- Developing a communications plan
- Work with the service users group to ensure all our information is in an accessible format and uses plain English
- We will continue to explore the Use of Social Media in getting our message across.

Service User Voice: We will build on the strong foundation and national recognition provided to us by the work of our Service User Reference Group. Our next task is to ensure that we are making safeguarding personal to all people who use safeguarding services across the partnership.

What do you do if a bad thing is happening to you or someone else?

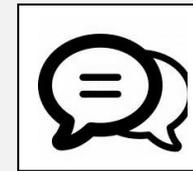
Abuse is wrong. Tell someone.



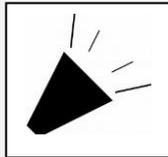
Call Cheshire East Adult Social Care

**0300 123 5010 (8.30am - 5pm)
0300 123 5022 (at all other times)**

If you are hearing or speech impaired, you can use **Text Relay**



If someone is hurt or it is an **emergency, please ring 999**



If you are scared, **tell someone you trust** who can report it for you.

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www.stopadultabuse.org.uk