

2020 – 21

Cheshire East Safeguarding Adults Board Annual Report



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Welcome from Independent Chair



This report covers the period from the beginning of the Pandemic and the first lockdown, through to learning to live with Covid and in between variations on lockdowns and whole scale changes to how partners support those who need their services.

This has affected every part of our work and has been for all our partners the most challenging any of them have ever experienced. Working from home - Zoom, Teams and other platforms have become the norm and that phrase “you are on mute!” has become an everyday term.

The Board has not met in person now for 18 months, but the work has continued unabated and in fact there has been an increase in referrals and in demand on all partners. Nevertheless, we have met online on a very regular basis and of course front line workers have continued to support those with care and support needs in person.

I pay tribute to them and all those who delivered PPE to care homes which in the early days was a triumph over chaos and at a time when we knew so little about the virus. Time and again staff from all agencies have put others first and set aside their own safety.

Throughout, staff have not just gone the extra mile but the extra marathons!! We owe them a debt that we can never repay. The Awards Ceremony which is referred to in the report was a highlight of the year. The chance to thank people was not just a great opportunity for the Board to express our appreciation but it was also truly humbling.

I hope that you find our annual report informative and helpful. I should like to particularly thank Katie Jones and Claire Faulkner our Board Manager and Administrator respectively for their support to the Board.

Geoffrey Appleton
Independent Chair

THE BOARD

Cheshire East Safeguarding Adults Board is required, under the Care Act 2014, to produce an annual report each year. The report must set out what we have done during the last year to help and protect adults at risk of abuse and neglect in Cheshire East

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 is Safeguarding? Safeguarding adults is about protecting adults at risk of harm from suffering abuse or neglect. It is recognised that certain groups of people may be more likely to experience abuse and less able to access services or support to keep themselves safe

Who are we?

The Cheshire East Safeguarding Adults Board (CESAB) is a statutory multi-agency partnership comprising of Cheshire East Council, Cheshire Police and the NHS Cheshire Clinical Commissioning Group. As well as the three statutory partners, the following organisations also are partners of CESAB - housing, local Hospital Trusts, Cheshire and Wirral Partnership NHS Trust, North West Ambulance Service, Cheshire Fire, the local prison plus probation trust, Healthwatch Cheshire East and the faith sector. 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.

Our annual report tells you:

What the Board has done in 2020-21

What the data for 2020-21 tells us about Adult Safeguarding in Cheshire East

Using case studies, tells you about some of the contributions of partners to adult safeguarding

Our priorities looking forward

This report will be published on our website www.stopadultabuse.org.uk for all partners and members of the public to access

As required by the Care Act, this report will also be shared with the Chief Executive Officer and Lead Member at Cheshire East Council as well as the Police and Crime Commissioner, Heathwatch Cheshire East plus Cheshire East Health and Wellbeing Board.

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What has the board done in 2020-21?

Unfortunately due to Covid-19, CESAB were unable to meet in

April 2020, the Board ensured that all members were able to access Microsoft Teams for future online meetings. The Board focused on the following three areas of Adult Safeguarding during 2020/21: Adult Safeguarding and Covid 19, Carers in Cheshire East, and Radicalisation. The Board led of a local campaign for National Safeguarding Adults week and also held the bi-annual Safgauring and Dignity Awards in February 2021 in conjunction with the Safeguarding Children’s Partnership.



Safeguarding Adults during the Covid-19 Crisis – The pandemic had major implications for health and care services, both nationally and locally. Throughout the crisis, safeguarding adults remains a statutory duty. Consequently, safeguarding adults continued to be the responsibility of local authorities and partner agencies. CESAB wanted assurance that the multi-agency partnership was working together to keep everybody safe from abuse or neglect during Covid-19. CESAB sought assurance that all safeguarding partners in Cheshire East had robust and attainable Safeguarding adults procedures in place throughout the pandemic. CESAB dedicated their July 2020 Board meeting to the topic and set out a coronavirus risk matrix for the multi-agency partnership.

NEXT STEPS – The risk register is monitored continuously as the national situation develops.

Covid-19 – is a standard item to be added to all Business Management and Statutory Partner Meetings.

CESAB SAR statement produced to reflect current pressures (pg7)



Carers in Cheshire East – The board were briefed on the development of a new dementia strategy within Cheshire East. Research shows that there is a link between dementia and domestic assault, which can often get overlooked. Cheshire East Carers Hub also presented about their work and the current pressures for carers during the pandemic.

NEXT STEPS - The Board discussed practitioners needing a greater understanding about dementia, links to domestic abuse and the need to raise awareness. A leaflet has been produced which is shared on our website.

A similar presentation was also made at the Safeguarding Practitioners Forum and information shared in CESAB's newsletter

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Radicalisation - A presentation was given from the local Counter Terrorism Team around how Channel and Counter terrorism work is led across the 9 Local Authorities that make up the Cheshire and Merseyside Region. Local case examples and figures were also highlighted. Channel provides support across Cheshire East to those who may be vulnerable to being drawn into terrorism. The overall aim of the panel is early intervention and diverting people away from the risk they may face. Channel uses existing collaboration between partners to support individuals and protect them from being drawn into terrorism. Cheshire East are recognised for their Best Practice in regard to the local referral process it has designed.

NEXT STEPS – Cheshire East's online referral process is to be shared across the North West region to highlight good practice with individuals referring to the panel via the SAB website with a copy being sent to the Police at the same time

Case examples will be shared at the Safeguarding Practitioner's meeting and information will be added to the CESAB website and newsletter

National Safeguarding Adults Week

**National
Safeguarding
Adults Week 2020**

16 to 22 November 2020

This event took place in November 2020, due to Covid-19 restrictions CESAB had to plan this year's activities to take place online. CESAB planned a wide range of activities throughout the week from Lunch and Learn sessions for professionals to public awareness talks for the local community. The week aimed to make people aware of the different types of abuse that individuals in Cheshire East may experience. Talking about the week, Councillor Laura Jeuda said: **"It is very sad to say this, but adult abuse is far more common than many of us think. The council sits on a dedicated safeguarding adults board, which is committed to raising the profile of adult safeguarding. If you know someone who is experiencing abuse, please report it. Together we can stamp out all forms of abuse."**

Geoffrey Appleton, Independent Chair of Cheshire East's Safeguarding Adults Board, said: **"The week is an excellent opportunity to raise awareness of safeguarding adult issues. The planned events throughout the week highlight how abuse can happen anywhere. It can be committed by anyone, and that abuse can take many forms."**

"Whatever the circumstances, abuse is always wrong, and the week demonstrates how agencies in Cheshire East work together to support the person, to bring the abuse to an end".

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Adult Safeguarding Training 2020 - 2021

Following a successful bid for funding to retain the post of Safeguarding Training Officer through to 31st August 2021 this report highlights the work the Training Officer has undertaken during the period 1st April 2020 to 31st March 2021.



“As we are all aware March 23rd 2021 saw the Country enter a national lockdown as a result of the COVID crisis. Up until that point all training had been conducted on a face to face basis. The majority of learners were care workers and a significant number of sessions were delivered in care homes. As a direct result of the situation, it was regrettable but understandably necessary to suspend the delivery of all training with immediate effect.

Having extensive strategic and operational experience in the safeguarding arena I volunteered to be redeployed to both the Shielding and People Helping People programmes to utilise my experience and expertise in dealing with risk and managing critical incidents. I therefore supported the Local Authority with both these critical functions until the end of July and the easing of restrictions.

Recognising that the delivery of face to face training would still be restricted, the funding bid for the academic year September 2020 to August 2021 saw a target of delivering training to 600 learners been set. To respond to this challenge, I met with a number of providers to discuss the practicalities and technical requirements of delivering the session online rather than face to face and most importantly to ensure that it was suitable for their needs. Having done this I then adapted the existing face to face level 1 training session to an online version that could be delivered via TEAMS, ZOOM etc. The session was then promoted using various sources and a number of bookings were secured.

Between October 1st 2020 and March 31st I delivered some 114 online sessions to 724 learners therefore exceeding the yearly target some five months ahead of schedule.

One noticeable change to note was the demographic of learners substantially changed with the move to online learning. Sessions were delivered, to care home staff, domiciliary carers, supported living, housing providers and volunteers. However, reaching care home staff has proved challenging given the issues they have faced, but this has allowed the opportunity to reach other groups. Particularly pleasing was the fact that of the total trained 102 were community volunteers who through their volunteering are involved either directly or indirectly with Adults at Risk.”



P Broadhurst

Paul Broadhurst - Safeguarding Adults Board Training Officer

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The Safeguarding and Dignity Awards – February 2021



"We have seen real case examples today from many partner organisations and from within the local community of how people in Cheshire East have been protected and, in some cases, lives saved, congratulations to all our winners"

Cllr Laura Jeuda

The Cheshire East Safeguarding Adults and Children's Boards aim to prevent abuse where possible and act quickly and appropriately when it does happen. The Boards recognise that across Cheshire East there are many carers, health and social workers plus volunteers doing fantastic jobs, sometimes under very difficult circumstances. The 2021 Safeguarding & Dignity Awards were an opportunity to celebrate and recognise good practice in organisations, teams, individual workers or volunteers with regards to treating individuals with dignity and supporting and protecting children and adults at risk from abuse, harm or exploitation. Successful nominees were invited to attend an online celebratory event in March 2021. The event was a celebration of individuals and teams who go the extra mile to treat individuals with dignity or to support and protect children and adults at risk. The awards celebrated many winners from across Cheshire East including three residents who won the public community award for entering a fire in a care setting to rescue elderly residents from the building.

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Prevention and Public awareness: An important role of the SAB is to raise awareness so that communities play their part in preventing, identifying and responding to abuse and neglect.



Over 2020/21 CESAB produced regular newsletters and bulletin updates which were sent to all partners and posted on the website providing information on adult safeguarding. The Board are also producing more information in Easy Read format; this ensures it is easier for professionals, public and adults at risk to understand safeguarding, how to keep safe and how to respond when there is a concern. The Board continues to develop its social media presence across Twitter, Facebook, Youtube and Linked In

Links with other Boards: In 2020/21 the SAB continued to establish effective working relationships between the other key partnership boards that have oversight of work undertaken to support residents of Cheshire East. Over the last year we have worked closely with the three other SABs within the Cheshire area as well as local multi-agency partnerships in Cheshire East such as the Community Safety Partnership, the Safeguarding Children's partnership, the Domestic Abuse Partnership and the Health and Wellbeing Board. The Chairs from the local partnerships have met quarterly throughout the year and the pan Cheshire Business Managers Group also regularly meet, this has resulted in a clearer understanding of respective roles and responsibilities, improve joined up working between partners, reduced duplication, and developed collaborative efforts to improve the resilience of Cheshire East communities, families, and individuals.

DEVELOPMENT DAY - The Board held a successful Development Day for its partners in March 2021, this event was facilitated by Professor Michael Preston-Shoot. The event focused on best practice when conducting a Safeguarding Adults Review. The Board reflected on its current referral processes and the themes from the first national analysis of Safeguarding Adult Reviews (SARs) in England, that was funded by the Care and Health Improvement Programme, supported by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). The Board will use their reflections from this day to further develop its referral process for SARs and to identify and shape priorities for its Three Year Strategic Plan.



What is a Safeguarding Adult Review (SAR)?

When an adult who needs care and support either dies or suffers serious harm, and when abuse or neglect is thought to have been a factor, Cheshire East Safeguarding Adults Board (CESAB) may need to review what has happened. This is called a Safeguarding Adults Review. There are two forms of review, a Statutory Safeguarding Adults Review (SAR) and a Discretionary Safeguarding Adults Review (D SAR). A Discretionary SAR takes place when only part of the criteria/conditions for a Statutory SAR have been met but the Safeguarding Adults Board feel there are multi agency learning opportunities. These reviews are to see whether any lessons can be learned about the way organisations worked together to support and protect the person who suffered harm.

Local update:

The Board received three referrals for a SAR over the last year; these were reviewed by our Serious Case Group that is chaired by Cheshire Police. The group concluded that two of these cases did not meet the threshold for a full SAR. However, it recommended that a Discretionary SAR be held (details below). One case did meet the threshold for a full SAR and work on this commenced during the start of 2021, this will be concluded later in the year and shared on the website. It will also be reported fully in next year's annual report

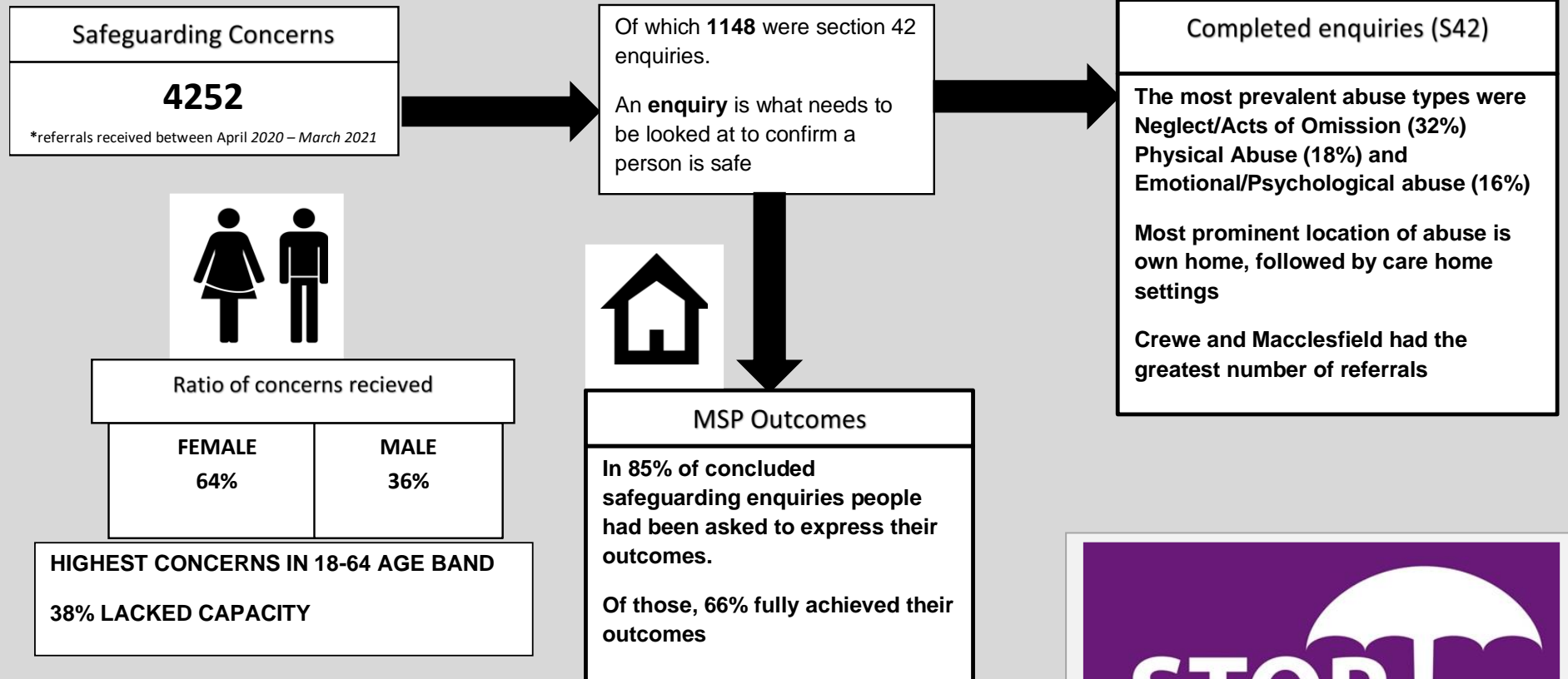
2 Discretionary SARs:

CASE 1 – focused on the mental health of a carers who are also adults at risk. The recommendations following this review were to look at professional meetings in complex cases; how and when they are called. This aided the work on the new Complex Safeguarding policy. It was also recommended that a future SAB meeting to be focussed on carers and the impact on hidden carers. This meeting is highlighted on page 3

CASE 2 – focused on Self-Neglect and when high risk individuals refuse to engage with services especially health recommendations/ medication. Themes discussed included the impact Covid-19 was having on the ability of staff to monitor Self-neglect as closely. The case also highlighted opportunities for joint working with children's services when young people reside in the same home as the adult at risk. Again, recommendations from this Discretionary SAR helped to inform the pathway for the new Multi-agency Complex Safeguarding Policy

Due to the ongoing pressures with the Covid-19 situation, CESAB issued a SAR Statement in April 2020 stating how SAR's will be conducted during the pandemic this included taking steps such as online meetings with slight extensions in timeframes. Full statement can be found on the website.

Performance and activity Information 2020-21



Cheshire East saw an Increase in Safeguarding Concerns in 2020/2021 with an increase of 538 Safeguarding concerns in comparison to 2019/20 data

Data comparisons to the North West England figures for 2020/21 available on request

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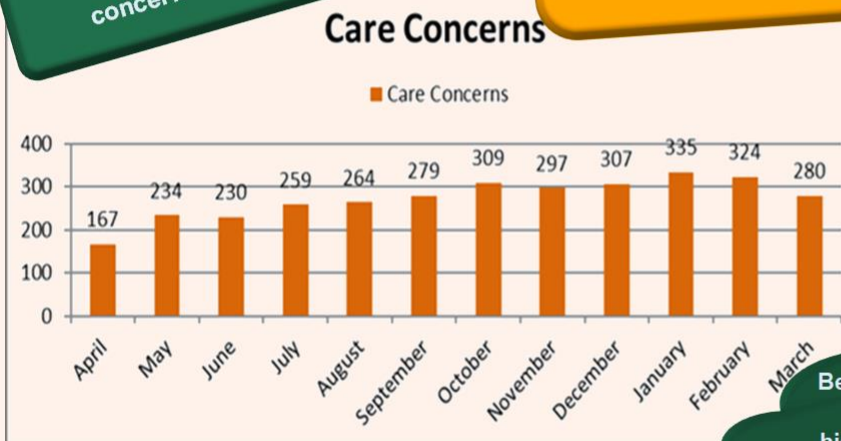
Care Concerns 2020-21



Analysis of a full year of care concern submissions

Care Concerns 2997

Care Concerns received between April 2020 and March 2021



A pilot process commenced in 2018 with three providers

The pilot was extended in December 2018

Becoming Business as Usual in December 2019

199 providers were using the care concern process as at 31st March

Being able to look in detail at low level concerns has been beneficial in highlighting where small changes can have a larger positive impact on individuals. Such as...

There are 19 areas of concern

Service user on service user incidents are most common

Followed by medication errors

Falls are the third most common area of concern

OT referrals

Changes to support plans

Helping people to remain as independent as possible



The Herbert Protocol initiative is named after George Herbert, a war veteran, who lived with dementia. George Herbert sadly died whilst 'missing', trying to find his childhood home. It is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily handed to the police to reduce the time taken in gathering this information. The Cheshire East Safeguarding Adults Board is encouraging all care providers and families to complete a Herbert Protocol for individuals at risk of going missing. For more details please visit the Cheshire Police website.

Heidi's Story Heidi was 56 when she developed care and support needs following a stroke, which resulted in mobility and communication difficulties. Heidi attends a day centre twice a week to support her husband with his caring role. The Centre staff noted that Heidi's husband was being rough with her at times when supporting her in and out of the car. A Social Worker visited the couple and spoke to both Heidi and her husband. Heidi stated that she wanted to continue to have her husband as her main carer but both parties acknowledged that he sometimes gets frustrated with this caring role. Heidi's husband received a Carer's Assessment and a number of actions have been put in place to support the couple and to ensure the home is calmer/safer environment. Third sector organisations play an important part in ensuring this plan is successful.

CASE EXAMPLES

Lucy's Story Lucy is 78 and lives alone. She has mobility difficulties and some health issues. She told the District Nurse that over the last few months her neighbour had been asking her for money and bits of food, and she was not always paying the money back, plus these requests were becoming more frequent. Lucy consented to the District Nurse notifying her Social Worker about this, she did not want the Police involved as liked the neighbour's company but just wanted her to stop asking to borrow money and food as it was making her stressed and unhappy. A Social Worker visited Lucy and discussed the options available to her, including how to speak with the neighbour herself, arranging for another person to speak with the neighbour on her behalf, or contacting the police for advice. Lucy decided she would talk directly to the neighbour and let the neighbour know that her Social Worker is monitoring the situation. Also, during the enquiry, the Social Worker realised the neighbour was a single mother that was in arrears with her landlord and was struggling to cope. A referral the Cheshire East Consultation Service (ChECS) was made for support for the family.

Wilf's Story Wilf is 68, lives at home alone. His wife passed away a couple of years ago. The couple were known to hoard but since losing his wife Wilf's hoarding behaviours have heightened. Neighbours contacted Environmental Health with concerns that the property may contain vermin. Environmental Health didn't find any evidence of vermin but did refer to Adult Social Care as were concerned about Wilf's wellbeing and safety. Wilf was initially reluctant to engage with Adult Social Care but did agree to the Fire Service visiting the property in order to do a Fire Risk Assessment with him. Following this, Wilf slowly started to engage more with services; he has cleared some space in the property with support from Housing and has received support and advice around his finances. It is important for Wilf to live at home independently and services continue to support him in achieving this.

Our priorities 2021-22: The Board recognises more can be achieved by working together in partnership and has committed to the following areas for the year ahead, based on feedback, learning and analysis of current strengths.

Three Year Strategic Plan: Safeguarding Adults Boards have a statutory duty under the Care Act (2014) to produce and share a three year strategic plan. Our current plan ends at the end of 2021. The Board will work with its partners and the community to plan ahead for the next three years and publish a plan for 2022 – 2025. This plan will detail how we will work in the future to keep people safe.

Training: CESAB are committed to continue to strengthen the Training function of the board. It plans to extend the safeguarding training offer to include such areas as Taxi Drivers Safeguarding Training. The Training Officer will also work closely with the Safer Cheshire East Partnership to look at training in areas such as Scams and online grooming. As Covid restrictions are eased the training offer will look to include face 2 face training again where appropriate. The Training Programme will also ensure the care sector are knowledgeable and prepared for the DoLS replacement scheme, Liberty Protection Safeguards (LPS). In 2019 the Board held a successful Adult Safeguarding Conference; unfortunately, due to Covid 19, the Spring 2020 conference had to be postponed in line with government social distancing advice. CESAB plans to work with Cheshire East Council in planning an online Adult Safeguarding Conference for 2021.

Strengthening Partnerships: We will continue to strengthen our board by establishing closer working links and structures with the Community Safety Partnership, and Cheshire East Children's Safeguarding Partnership ensuring clear oversight of wider contextual safeguarding issues such as Modern Day Slavery, County Lines and Cuckooing/ Home Invasion. The learning from the SARs/DHRs in Cheshire East and Pan Cheshire will be reflected across the partnerships, CESAB have arranged themed meetings focused on Substance misuse and Mental Health for 2021/22 because of this learning. Also, Multi Agency Substance Misuse training has been arranged for 2021/22 as a consequence of the Complex Safeguarding themes and references in local SARs/DHRs. These partnerships will also work together in readiness for the introduction of Integrated Care Partnerships and in preparation for the introduction of Liberty Protection Safeguards.

Website & Social Media: We will improve our online materials, ensuring they are easily accessible and up to date

Nice Guidance: CESAB will review with its partners the recently published NICE guidelines to seek assurance that adults in care homes in Cheshire East are kept safe from abuse and neglect.

The work of our members: All Board partners submitted Single Agency Reports to CESAB highlighting their agency's Safeguarding work over 2020/21 and their future plans/strategic directions. Highlights from this information have been incorporated into this multi-agency report.

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

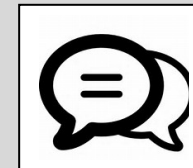
Abuse is wrong. Tell someone.

Call Cheshire East Adult Social Care

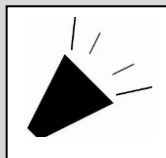


**0300 123 5010 (8.30am - 5pm)
0300 123 5022 (at all other times)**

**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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