

Health and Adult Social Care Scrutiny Board

16 February, 2017

Summary of Matters Considered at the Board

Report of the Chair, Councillor Y Davies

The Scrutiny Board met on 16 February, 2017 I have selected the main points of the discussion which I feel members of the Council will be particularly interested to know more about. For more detail, a copy of the minutes will be available on the Committee Management Information System (CMIS) via the Council's website at <http://cmis.sandwell.gov.uk/cmis5/>

Sandwell Safeguarding Adults Board Annual Report 2015/2016

Sandwell's Safeguarding Adults Board's Chair and Business Manager presented the Board's annual report for 2015/2016.

Established under the Care Act 2014, the Board's role is to oversee the quality of the safeguarding activities carried out by the Council and partner agencies. The work of the Board is managed by three sub-groups – Protection, Quality and Excellence and Prevention.

Members received a summary of the Board's achievements and progress against its priorities for 2015/2016 and noted the priorities for 2016/2017. The Board noted the following key highlights from the report:-

- Throughout 2015/16 there was an increase in safeguarding "concerns" but an overall reduction in the number that progressed to "enquiry" stage, which demonstrated that information and training was having a positive impact in terms of challenging reports to ascertain whether there was in fact a safeguarding issue or an issue that could be resolved through better care management.
- The number of acts of neglect and omissions, which included medicines mismanagement, have reduced following the delivery of training.
- Methods for seeking service user feedback on the quality of the safeguarding journey have been improved by involving service users throughout their journey.

- “Concerns” and “enquiries” are dealt with at the pace of the customer so not all are completed before the end of a reporting period.
- Intelligence is now being gathered on four additional categories of abuse - domestic abuse, sexual exploitation, modern slavery and self-neglect.
- The Sandwell Hub, funded by Public Health, was re-launched in May 2015, which led to an increase of 40% in referrals in the following 12 month period.
- Level 1 Safeguarding Training has been delivered to all staff, governing body members and GP practices (100 GP sites and 170 CCG staff).
- The Board has adopted the now widely used ‘See Something, Do Something’ campaign, and developed a short film to accompany the campaign.
- The Board will be launching a website at the end of March 2017, following a recommendation from scrutiny in 2015/2016.
- West Midlands Ambulance Service continues to refer a high number of safeguarding “concerns” however only a low percentage of these progressed to “enquiries”. Work is therefore being done across the region to develop ambulance crews’ understanding of adult safeguarding and what constitutes a “concern”.
- The Operations Manager, via an in-house tracker database, ensures that Adult Social Care monitors repeat incidents as well as trends. This data is used to ensure that the safeguarding team works robustly with the quality team and commissioning teams to ensure that there is a co-ordinated approach.
- An updated “concern” form was launched in July 2016 which reflects all appropriate risks assessments, rationale for decision making and the location of abuse.
- One Serious Case Review had been completed with an action plan, which was currently awaiting publication.
- Multiple categories of abuse can often be identified within the same “enquiry” and are reflected in the figures.
- The highest type of abuse during 2015/2016 was physical abuse with ‘other-known to individual’ being the source of risk, which was the same in 2014/2015. This reflects the circumstances of individuals living in shared accommodation or residential settings.
- Sandwell records all types of “enquiry”, giving a more accurate picture of real events. Not all authorities record in this way, which is Sandwell’s figures appear higher in comparison.
- Provider related issues are managed via the Council’s Escalation Panel and through the commissioning body.

- It is difficult to collect data on the prevalence of informal care arrangements, however, the Board works closely with Trading Standards on publicity on spotting the signs of financial abuse.

The following key priorities for 2016/2017 were noted:-

- Develop a service user engagement plan in partnership with Healthwatch.
- Facilitate a campaign with Sandwell Safeguarding Children's Board and Domestic Abuse Safety Partnership building on the Think Family model.
- Work with partners to develop a self-assessment audit tool to enable us to review and consider the quality of practice.
- Ensure Making Safeguarding Personal is imbedded in practice.
- Review the Safeguarding Adults Review process and ensure all agencies refer cases appropriately.
- Review Position of Trust policies and procedures with partners.

Members' requested that future reports reference the number of victims as well as the number of the Business Manager of the Safeguarding Adults Board has undertaken have undertaken to bring 2016/2017's annual report before the end of 2017.

Updates from the Chair and Vice-Chairs

The Board noted progress on the work streams being led by the two vice-chairs.

The Chair reported that, at the meeting of the Budget and Corporate Scrutiny Board on 15 February 2017 she raised concerns about the ending of the Community Offer initiative, which she will be discussing with the Director Adult Social Care, Health and Wellbeing.

Councillor Yvonne Davies
Chair of the Health and Adult Social Care Scrutiny Board