

Minutes of the Health and Adult Social Care Scrutiny Board

**16th February, 2017 at 3.00pm
at the Sandwell Council House, Oldbury**

Present: Councillor Y Davies (Chair).
Councillors Jarvis and Lloyd (Vice-Chairs);
Councillors Downing, Edis, Hevican, S Jones,
Millard, Shaeen and White.

In Attendance: Bill Hodgetts (Sandwell Healthwatch).

1/17 **Minutes**

Resolved that the minutes of the meeting held on 8th December, 2016 be approved as a correct record.

2/17 **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 was to oversee the quality of the safeguarding activities carried out by the Council and partner agencies. The work of the Board was 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. From the presentation and questions by members the following points were highlighted:-

- 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.

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- The number of acts of neglect and omissions, which included medicines mismanagement, had reduced following the delivery of training.
- Methods for seeking service user feedback on the quality of the safeguarding journey had been improved by involving service users throughout their journey.
- “Concerns” and “enquiries” were dealt with at the pace of the customer so not all were completed before the end of a reporting period.
- Intelligence was 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, had been re-launched in May 2015, which led to an increase of 40% in referrals in the following 12 month period.
- Level 1 Safeguarding Training had been delivered to all staff, governing body members and GP practices (100 GP sites and 170 CCG staff).
- The Board had adopted the now widely used ‘See Something, Do Something’ campaign, and developed a short film to accompany the campaign.
- The Board was launching a website at the end of March 2017, following a recommendation from scrutiny in 2015/2016.
- West Midlands Ambulance Service continued to refer a high number of safeguarding “concerns” however only a low percentage of these progressed to “enquiries”. Work was therefore being done across the region to develop ambulance crews’ understanding of adult safeguarding and what constituted a “concern”.
- The Operations Manager, via an in-house tracker database, ensured that Adult Social Care monitored repeat incidents as well as trends. This data was used to ensure that the safeguarding team worked robustly with the quality team and commissioning teams to ensure that there was a co-ordinated approach.
- An updated “concern” form had been launched in July 2016 which reflected 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 could often be identified within the same “enquiry” and were reflected in the figures.

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- 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 reflected the circumstances of individuals living in shared accommodation or residential settings.
- Sandwell recorded all types of “concern” and “enquiry”, giving a more accurate picture of real events. Not all authorities recorded in this way, which was why Sandwell’s figures appeared higher in comparison.
- Provider related issues were managed via the Council’s Escalation Panel and through the commissioning body.
- It was difficult to collect data on the prevalence of informal care arrangements, however, the Board worked closely with Trading Standards on publicity on spotting the signs of financial abuse.

In response to a question by the Scrutiny Board Chair, the Chair of the Safeguarding Adults Boards reported that he felt that the performance of the Board had improved significantly in recent years and he was satisfied that there was strong leadership in place to drive the Board’s work.

Members requested that future annual reports show the number of victims as well as the number of concerns/enquiries. It was also felt that the annual report could have been submitted to the Scrutiny Board earlier.

The Board welcomed the report and noted the following key priorities for 2016/2017:-

- 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 the Board to review and consider the quality of its 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.

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Resolved:-

- (1) that the Sandwell Safeguarding Adults Board Business Manager be requested to include the number of victims as well as the number of “concerns”/”incidents” in future reports;
- (2) that the Sandwell Safeguarding Adults Board’s Business Manager be requested to submit the Board’s annual report for 2016/2017 to Scrutiny by December 2017.

3/17 **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 held on 15th February 2017, she had raised concerns about the ending of the Community Offer initiative, which she would be discussing with the Director - Adult Social Care, Health and Wellbeing.

(Meeting ended at 4.17pm)

Contact Officer: Stephnie Hancock Democratic Services Unit 0121 569 3189
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