

# Surrey Safeguarding Adults Board

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## FROM THE CHAIR ...

Dear Colleague

Welcome to our latest newsletter. This is the first newsletter of the new financial year and the Surrey Safeguarding Adults Board (SSAB) has a new business plan which includes a number of priorities.

**Learning from practice** is one of these. This newsletter provides some information on the learning from ten cases investigated by the Health Service Ombudsman. The local Safeguarding Adults Groups are a means of promoting good safeguarding practice across all agencies and updates are included from the South West group.

**Preventing vulnerable adults from being at risk of serious harm** is another of the Safeguarding Board's priorities for this year. We are developing an Adult Safeguarding Prevention Strategy and are keen to ensure this is informed by the views and experience of the people who use services and front line practitioners. The newsletter tells you how you can get involved and give your views.

The Board's other priorities for this year are:

- Continuing to improve the way we do business together – i.e. **our governance arrangements**
- Making sure we have answers to the question – how well are vulnerable adults safeguarded in Surrey? i.e. **performance management and reporting**
- **Making sure the Board is more user and carer focused**
- **Improving the way we assess and manage risk across all agencies.**

More about these in future newsletters.

Finally, some key changes are taking place. The newsletter tells you about changes happening to the Surrey County Council Adult Social Care Safeguarding Team and the new Surrey Police referral process. It also includes information on safeguarding in the Surrey and Borders Partnership NHS Foundation Trust.

Please contact me if you want to know more about the work of the Board or want to let me know about any safeguarding issues or concerns. You can contact me by email at [Jshuttleworthcat@aol.com](mailto:Jshuttleworthcat@aol.com).

Kind regards  
Jane Shuttleworth  
Independent Chair  
Surrey Safeguarding Adults Board

## Care and Compassion? A report by the Health Service

The Health Service Ombudsman has compiled a report on the results of ten investigations into individual cases of NHS care of older people.

These findings raised some serious concerns, with the Ombudsman finding that what each case had in common was their experience of suffering unnecessary pain, indignity and distress while in the care of the NHS.

The Ombudsman also reported that the ten cases “illuminate the gulf between the principles and values of the NHS Constitution and the felt reality of being an older person in the care of the NHS in England. The

investigations reveal an attitude – both personal and institutional – which fails to recognise the humanity and individuality of the people concerned and to respond to them with sensitivity, compassion and professionalism.”

In response to the Ombudsman’s report, the NHS Chief Executive and National Clinical Director for Older People wrote jointly to all chairs in NHS Trusts, PCT’s, Strategy Health Authorities and NHS Foundation Trusts, stressing the report should be approached openly and to learn from it. They stressed the importance of feedback, that the NHS Institute for Innovation and Improvement

has an on-line Patient Experiencing Network available for gathering patient feedback, and that the report should be viewed as providing a valuable learning tool to examine the situation within individual organisations.



The Health Service Ombudsman’s report can be viewed at [www.ombudsman.org.uk/care-and-compassion](http://www.ombudsman.org.uk/care-and-compassion)

## Safeguarding Adults Team Changes

As part of the current restructuring in Adult Social Care, the Safeguarding Team transferred to Personal Care and Support on 30 March 2011. The Independent Chairs, now called Safeguarding Advisors will move across to each of the four Area Management Teams and Service Delivery. The Acting Senior Manager for Safeguarding, Quality Audit administrator, Safeguarding Adults Training Development Manager and Surrey Safeguarding Adults

Board administrator will all move into the Senior Management Team.

From this date the Safeguarding Adults main telephone line, 01372 833520, will be disconnected along with the Safeguarding Adults mailbox, and all future contacts should go via the Contact Centre direct line telephone number - 0300 200 1005.

The Revised Surrey Safeguarding Adults Multi Agency Procedures will be launched at a Surrey

Safeguarding Adults Board event planned for 30 June.

The Surrey Safeguarding Adults Board Annual report 2009/10 has recently been published, to view click here: [Surrey Safeguarding Adults Board Annual Report](#)



## Adult Abuse Statistics

The NHS Information Centre has published data relating to the abuse of vulnerable adults. All 152 councils in England with adult social services responsibility were invited to submit data over a six month period between October 2009 and March 2010: of these, 128 submitted data.

The key findings include:

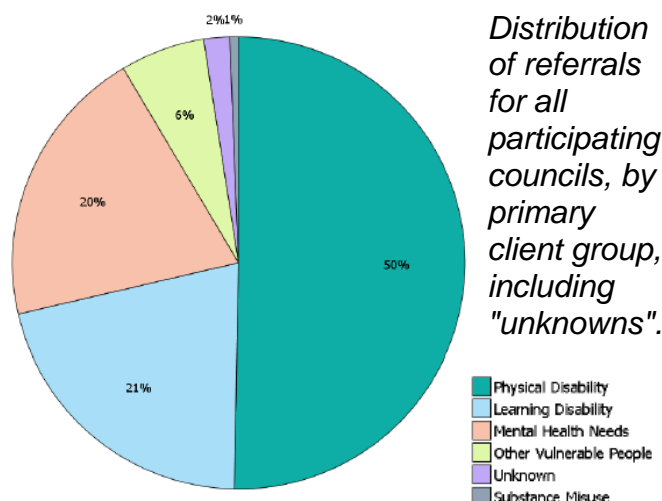
- The 18-64 age band saw the largest number of referrals (39%), followed by the 85 and over age band (25%)
- Half the referrals were for adults with physical disabilities (50%), followed by adults with learning disabilities (21%) and adults with mental health needs (20%)
- More referrals were for women than men, in all age bands
- 89% of referrals were for adults stating their

- ethnicity as white
- Physical abuse was the most common (31%), followed by neglect (21%), financial abuse (21%), and emotional/psychological abuse (17%)
- 38% of referrals were about abuse in the vulnerable adult's own home, 21% in a permanent care home and 11% in a permanent care home with nursing
- In 24% of referrals the perpetrator was social care staff, and in 17% of referrals it was a family member (other than a partner)
- Around a third of completed referrals (33%)

were not substantiated, and 27% were not determined or inconclusive. A further 27% were substantiated, and 10% partly substantiated.

The full report can be accessed using the link below:

[Abuse of Vulnerable Adults in England - October 2009 - March 2010, Experimental Statistics | The NHS Information Centre](#)



*Distribution of referrals for all participating councils, by primary client group, including "unknowns".*

## The new Surrey Police referral process

From 4 April 2011 the Surrey Police Central Referral Unit (CRU) went live. The Central Referral Unit will be located at Guildford Police station. The Unit will centralise the receipt of Police Vulnerable Adults/Children Coming to Notice forms (39/24's), as well as coordinating the Multi Agency Risk Assessment Conference (MARAC) process and the

Child Case Conference process.

Surrey Police Officers will now send all Vulnerable Adults Coming to Notice forms to the Central Referral Unit. They will assess the forms in relation to any information they hold, and add any information they consider useful to the notification. With regard to Adult Social Care, the Central

Referral Unit will forward the forms to the Contact Centre in the usual way.

Until further notice, there will be no changes to how Adult Social Care refers safeguarding concerns to the Police. The current system of sending an electronic referral followed by a telephone call to the local Public Protection Investigation Unit (PPIU), will continue.

## Safeguarding Adults and the Role of Health Services

The Department of Health has produced a series of documents aimed at reminding health services of their duties to safeguard adults. The documents are intended to assist NHS commissioners, health service managers and practitioners in preventing and responding to neglect and abuse, focusing on patients in the most vulnerable situations. The

documents include good practice principles and examples.

One of these documents is a self assessment and assurance framework, which allows providers and commissioners to benchmark their safeguarding adults arrangements against related CQC Essential Standards. The tool can help identify strengths or gaps in provision

and generates graphs and action plans for improvement.

This document, along with the others produced by the Department of Health, can be accessed using the link below:

[Safeguarding Adults: The role of health services : Department of Health - Publications](#)

## Vetting and Barring Scheme Remodelling Review – Recommendations

In February 2011, the Coalition Government published the findings of its review into the Vetting and Barring Scheme. The key recommendations from the review include:

- The merging of the Criminal Record Bureau (CRB) and the Independent Safeguarding Authority (ISA) to form a streamlined, new body providing a proportionate barring and criminal records checking service
- A reduction in the number of positions requiring checks, to just those working most closely and regularly with children and vulnerable adults
- CRB Disclosures should continue to be available for employers and voluntary organisations, so they can make informed

recruitment/selection decisions

- Portability of criminal records checks between jobs, to cut down on needless bureaucracy, through the introduction of a system which allows for continuous updating
- An end to the requirement for those working or volunteering with vulnerable groups to register with the Vetting and Barring Scheme
- Stopping employers who knowingly request criminal record checks on individuals who are not entitled to them
- Barring should continue to apply to both paid and unpaid roles.

The timetable for moving from existing arrangements to the system recommended by the review is as follows:

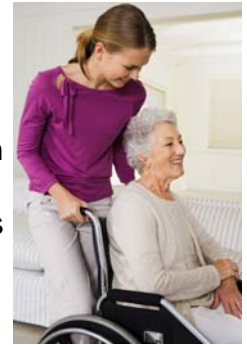
- Feb 2011 – Introduction of

the Protection of Freedoms Bill

- Nov 2011 – Royal Assent for the Bill (Subject to agreement by Parliament)
- 2012 – Commencement of the relevant provisions in the Bill
- 2012 – Creation of the new barring regime
- 2012 – Introduction of continuous criminal records updating
- 2013 – New disclosure and vetting service begins work.

The full report is available from:

[www.homeoffice.gov.uk/crime/vetting-barring-scheme/](http://www.homeoffice.gov.uk/crime/vetting-barring-scheme/)



## Surrey and Borders Partnership NHS Foundation Trust – Safeguarding Team

Surrey and Borders Trust continues its commitment to the Safeguarding agenda through the Safeguarding Team, consisting of a full-time Safeguarding Adults Lead (Samantha Symons), a full-time Safeguarding Children's Lead (Mavis Oddoye), a Domestic Abuse Lead (Helen Wingrave) and a Public Protection Lead (Caroline Hewlett).

The team has a Safeguarding Action Plan for the Trust, focusing on Diversity and Inclusion, Communication and Awareness, Training and Development, Policy and Legislation, Partnerships, and Quality Assurance and Audit.

To help raise public awareness of Safeguarding Adults, the Trust website has a section on Safeguarding, which includes the current

policy on Safeguarding Adults, and Safeguarding Adults publications have been distributed to all services for display in public areas. The website can be accessed via the link below:

[Safeguarding Adults — Surrey and Borders Partnership NHS Foundation Trust](#)

## Director of Social Work Appointed

Surrey and Borders Partnership now has a new Director of Social Work. Steve Meredew is employed by Surrey County Council but through the organisation's working partnership, will work across Surrey and Borders services.

Steve has responsibility for the provision of professional social work; the approved mental health professional service; Safeguarding children and adults; social inclusion and self directed care and support.

Previously, Steve was at Bath and North East Somerset Council and Primary Care Trust, where he was Head of Mental Health for three years.

## New website for the victims of hate crime

A new website has been introduced for the victims of hate crime (homophobic, race and religion, and disability), and includes an online reporting form to enable victims to report hate crimes via the website. The website, called True Vision, is supported by all Police forces in England, Wales and Northern Ireland.

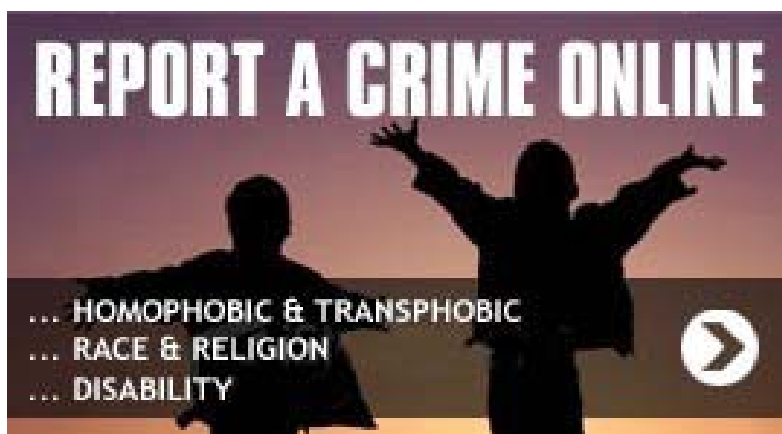
The website allows people to:

- find out what hate crime is

- find out about ways to report it
- report hate crime using the online form
- find information about help and support if they have been a victim of hate crime.

The site can be visited at: [www.report-it.org.uk](http://www.report-it.org.uk)

Surrey Police too have launched their own site available here [www.surrey.police.uk/safety/hate\\_crime.asp](http://www.surrey.police.uk/safety/hate_crime.asp)



## Update from the South West Local Safeguarding Adults Group

The South West Safeguarding Adults Group now meets quarterly with membership from various partners and public/voluntary sector organisations.

Since our last Newsletter update, the South West Local Safeguarding Adults Group held an half day event on Thursday 10 June 2010 entitled "Break the Silence – Helping to Keep Yourself Safe" at Dray Court Centre in Guildford. The programme consisted of talks by Surrey Fire & Rescue Service, Surrey Police, Trading Standards, refreshments and a quiz. We had positive feedback on the day from attendees, including an article on our event, which a lady with learning disabilities had written for her Church magazine. Requests had been received by participants for us to hold future events at their day

centres rather than everyone having to travel to one venue.

Following the success of our event, the South West Safeguarding Adults Group looked at further ways in which we all could reach out to a wider audience to promote safeguarding issues such as using the AGM circuits, e.g. Surrey Independent Living Council (SILC), Surrey Coalition, Partnership Boards at which we, and other organisations, could display our material on stands, including sending out packs if we were unable to attend the meeting. We also considered having a stall/stand at village fetes throughout the county.

Our group has also been looking at the format of our meetings and believe that the group could learn more from case studies, conferences, guest speakers, workshops and sharing from the experiences and practices of

other organisations within the group in order to be able to think out of the box and be more proactive. In particular, it would be useful for organisations to share at each meeting the current main issues relevant to their organisation from a national, county and local perspective as this could impact on the group and the work of the group. At our last two meetings we have looked at case studies and lessons learnt.

The group welcomes new members or contact from people who wish to know more about our work. Contact details: Liz Uliasz, Senior Manager, Adult Social Care Personal Care & Support, South West Surrey and chair of SWLSAG. Email: [liz.uliasz@surreycc.gov.uk](mailto:liz.uliasz@surreycc.gov.uk) or telephone: 01483 518072.

## Silver Award for DVD

The "Because You Said Something..." DVD won the silver award for the "Industry Award for Effectiveness at the International Visual Communications Association (IVCA) awards this year. It was awarded to Lightshop Films, who produced the DVD.

This award is given to the project which best

demonstrates a positive effect on a client's business. It was created to place emphasis on objective setting, evaluation and the demonstration of effectiveness in business communication.

*Continues on page 7*



Macro Forgione, IVCA Chief Executive commented “In awarding Lightshop Films the silver award for the “Because You Said Something...” campaign, the judges were impressed by the high calibre of skills, originality and expertise displayed. Hugh congratulations to Lightshop Films for their innovative and much deserved award-winning entry that is an inspiration to all of us in the visual communications industry.”



## Adults Safeguarding Prevention Strategy - Have your say

The Surrey Safeguarding Adults Board is developing a Safeguarding Prevention Strategy that will highlight the priorities and actions for organisations across the County. By completing these actions, we hope that fewer people will become affected

by safeguarding and more people will be kept safe and out of harm.

To help us shape this strategy we would like you to tell us about what you think adults at risk of abuse need to help them stay safe.

Please contact Sarah Hall on 0208 5417947 or [sarah.hall@surreycc.gov.uk](mailto:sarah.hall@surreycc.gov.uk) if you would like to have your say, or would like Sarah to attend a group or forum to discuss.

## NHS e-Learning Course on Safeguarding Adults

A new e-learning course on Safeguarding Adults has been introduced into the NHS National Learning Management System catalogue of nationally approved courses.

This new course is designed to deliver the following learning objectives for all NHS staff:

- Describe the different types of abuse;
- Recognise the signs and symptoms of abuse;
- Explain who can be vulnerable to abuse;
- Outline staff responsibilities when responding to abuse;
- Identify who staff should report to if they are worried about abuse.

The e-learning course takes approximately one hour to complete and it is mapped to the NHS Knowledge and Skills Framework (KSF).

*“This eLearning module has been built from the expertise of many practitioners from the field. It provides a good basic introduction to safeguarding and the responsibility that everyone has to play. The case studies emphasise the importance of acting and supporting people where they are not able to do this for themselves and the importance of capacity, consent and involving*

*the person in decisions.”*  
Sylvia Manson, No Secrets NHS Programme Lead.



## TRAINING MATTERS

### Level 1

#### Voluntary and Community Awareness

A series of half-day awareness raising sessions for those working (paid or volunteer) in small voluntary sector organisations or with/for small community groups that do not have the capacity to supply this training themselves.

- 6 June 2011 morning or afternoon in Leatherhead
- 4 October 2011 morning or afternoon in Chertsey
- 18 January 2012 morning in Godalming
- 8 March 2012 morning in Reigate.

### Level 2

#### Is it Safeguarding?

A one day course to explore key elements of Safeguarding Adults decision-making and offer guidance on the practical implementation of the Surrey Multi-agency Safeguarding Adults Procedures. This course is aimed at those people in an organisation who have to make management decisions when an incident occurs e.g. Matrons, Service Managers, Safeguarding Adult Leads.

- 11 October 2011 in Chertsey
- 18 October 2011 in Woking
- 24 January 2012 in Chertsey
- 27 February 2012 in Reigate.

#### Managing Safely

A one day course for managers, previously run by Joint Training, which aims to improve the knowledge, skills and expertise of managers in respect of their recruitment, supervision and management of staff who work with vulnerable adults. The audience mainly consists of Independent Provider Managers, large voluntary sector providers and District and Borough Councils Service Managers.

- 4 October 2011 in Chertsey
- 20 October 2011 in Reigate
- 5 December 2011 in Woking
- 8 February 2012 in Chertsey.

### Level 4

#### Post Abuse Support

A two day training course that covers on the range of supports, approaches and skills that service managers

can use to address trauma, risk and system failures in order to maintain services and seek resolution of issues.

- 2 and 3 February 2012 in Chertsey.

#### Individual Management Reviews

A one-day course to help senior and operational managers to produce Individual Management Reviews for the Serious Case Review process.

- 28 September 2011 in Chertsey.

#### Costs

These course are subject to small charges typically between £50 - £75 per delegate.

For voluntary sector organisations with six to eight or fewer people, the Board will consider providing the training free of charge.

More courses may be added in the summer.

### How did you receive this newsletter?

If it was forwarded on to you (i.e. not sent directly from us) and you would like to receive your own copy direct, please email [adults.communications@surreycc.gov.uk](mailto:adults.communications@surreycc.gov.uk) so that we can add you to our mailing list.

(Or, if you no longer require the newsletter please let us know so we can update our list).