

## **Appendix B**

### **Achievements by partner agencies 2019-20**

#### **Berkshire Healthcare NHS Foundation Trust (BHFT)**

Berkshire Healthcare NHS Foundation Trust have continued to work closely throughout the year with partners agencies across all Berkshire localities, participating in serious case reviews and meeting regularly to share information, influence policy change and discuss relevant cases to facilitate continued improvement and increased knowledge in safeguarding. The Trust is represented by named safeguarding professionals at all relevant Safeguarding Adult Board subgroups, with senior management representation provided at the Safeguarding Adult Board.

The safeguarding children and adult teams remain fully integrated to facilitate a more joined-up 'think family' approach to safeguarding. During 2019/20, the in-house on-call safeguarding advice line continued to be provided by safeguarding named professionals to enable staff to discuss cases and seek advice on safeguarding matters.

The model of delivery for safeguarding was partly amended during the Covid pandemic, to meet the additional support needs of staff, whilst staff were working in new ways.

Achieving a high-level training compliance is a priority for BHFT and the Trust have achieved compliance above 94% for safeguarding adults training at level one and above 85% at level two with extra courses being facilitated. For Safeguarding children, the trust achieved 96% for level one and 92% for level 2. Training delivery styles were adapted during the latter part of the year to accommodate social distancing and mobile working. Training compliance for PREVENT training is 97%.

Improvement in staffs understanding of and application of the Mental Capacity Act (MCA) 2005 continues to be a priority for the Trust. Extra training has been facilitated and compliance to training has increased to 92%. MCA champions have been appointed to further this work and are mentored by the MCA lead for the Trust, who is a named safeguarding professional. Work commenced within the trust around the implementation of the Liberty Protection Safeguards, though during the pandemic, this implementation has been delayed nationally until 2022.

#### **Berkshire West CCG**

Berkshire West Clinical Commissioning Group (CCG) have continued to raise the profile of safeguarding adults across primary care and with health commissioned providers. In 2019 we undertook a themed face to face audit across all our primary care Service for safeguarding building on our previous audits within primary care and we achieved a 100% engagement with primary care service and the audit was shared in 2020. Overall the result was positive and an improvement on previous audits, we are pleased we the positive

engagement and commitment of our safeguarding lead within Primary care. The Designated leads for the CCG in 2019 have increased and formalised the primary care training, offering an annual safeguarding programme for primary care for level 3 covering both children and adults running 4 evening course per annum. We have achieved an excellent attendance rate and the training was reviewed in line with national guidance. The training demonstrates the CCGs compliance addressing and achieving key areas under priority 3, including learning from local serious cases review in all level 3 training and a focus on domestic abuse. During the pandemic in 2020 the CCG revised the training programme and delivered a virtual level 3 training programme for primary care with a focus on working within the changing landscape with increased telephone contact with patients. The training included practice reviews from serious adults' reviews, domestic homicide reviews, isolation and domestic abuse. The CCG in 2020 have continued to develop engagement with primary care and this include a safeguarding survey being issued in 2020 to capture safeguarding practice and involvement from our primary care colleagues.

The quality team and safeguarding team have in place quality monitoring indicators and processes for safeguarding for commissioned providers and this includes quality assurance visits to providers, self-assessments, quality schedule reports and close working with providers to support safe and effective care. We continue to use the safeguarding templates for GP reporting on enquiries and our primary care colleagues have participated in serious case review and domestic homicide reviews sharing the learning from practice. The safeguarding and quality team maintain the use of their commissioning checklist in line with safeguarding and best practice for the organisations demonstrating their commitment to learning from serious case reviews. The CCG designates continues to be proactive in raising the learning and commissioning accountability within the CCG and have involved the CCG Joint commissioning team in provider concerns framework with providers which is part of the SAB priorities focusing on commissioning and organisational abuse. The CCG are proactively involved with our local services and chair the integrated care partnership, strategic care home group. This is a place-based group that facilitates the exchange of information and opportunity to explore themes and create innovation to work together.

The head of adult safeguarding remains a proactive and consistent member of the Safeguarding adults board, chairing the Safeguarding adult review panel and facilitating contribution to multiple reviews, including partnership learning, Domestic Homicide Reviews, Prevent and individual safeguarding cases across the area. Innovative practice includes the promotion of hidden carers campaigns and promotional work to raise awareness on postural management on social media platforms. The CCG will continue to represent and be an active member working together within the partnership.

### **Reading Borough Council**

#### **1. Operational Teams**

**1.1.** The Adult Safeguarding Team continue to undertake the screening process for all the safeguarding concerns for Reading Borough Council and the Locality Teams undertake most of the section 42 enquiries.

**1.2.** Organisational abuse safeguarding concerns has been a pressure on the service over the past twelve months. This has put a great deal of pressure on not only the Adult

Safeguarding Team but also the locality teams who have assisted in the process to ensure that service users who receive services from these providers are safe. We have worked closely with the CQC and our partner local authorities to undertake relevant S42 enquiries and adhere to the Quality Assurance Provider framework process.

## **2. Safeguarding Adult Reviews**

**2.1.** Reading Borough Council actively participated and engaged in Safeguarding Adult Reviews (SARs) commissioned by the Safeguarding Adult Board. We have participated in bite-size learning events agreed via the Learning and Development subgroup and various internal workshops were held to disseminate learning from SARs.

**2.2.** Adult Social Care reviewed safeguarding training plans to ensure mandatory training encompassed priorities of the SAB and was responsive to emerging findings from SARs.

## **3. Multi Agency Panels**

**3.1.** A consistent named professional from the Adult Safeguarding Team was provided for the Multi Agency Risk Assessment Conference (MARAC) and Multi Agency Public Protection Arrangements (MAPPA) to support interagency networking and interfaces.

**3.2.** A consistent named Senior Manager has attended the Channel panel to represent Adult Social care and advise on safeguarding matters.

## **4. Service Improvement**

**4.1. Serious Concerns Framework,** in April 2019 the Serious Concerns (SC) and Standards of Care (SOC) provider framework was implemented in Reading Borough Council by the Commissioning Service.

### **4.2. Serious concerns process**

The serious concerns process exists to manage serious concerns within the provider organisation. These are severe concerns with high levels of risk. The process supplements but does not replace investigations such as those relating to safeguarding, fraud and health and safety. The Quality Officers in conjunction with the Safeguarding Manager will analyse the evidence and, where the information identifies high levels of risk linked to the level of concern matrix those providers will enter a Serious Concerns framework. This process will remain in force until providers have demonstrated and evidenced the necessary changes to ensure that their residents are safe from harm. There will be occasions when providers move into a Standards of Care framework until all the identified quality assurance work has been completed to a satisfactory standard.

The Serious Concerns and Standards of Care process is supported by best practice guidance and legislation. It also considers providers' infrastructure, policies and procedures to ensure that these are in place to support the delivery of good quality services. The Quality Officers, where possible, will be aware of national standards and requirements such as Care Quality Commission (CQC) regulations and National Institute

of Health and Care Excellence (NICE) guidance. This information will feed into the quality monitoring work undertaken with providers.

If the organisation is placed in a Serious Concerns framework, they are to participate in regular meetings with Reading Borough Council and all stakeholders are involved. These meetings are to track the progress of the providers against an improvement action plan. A red flag is placed against a provider that will prevent admissions to the service.

#### **Triggers for a Serious concerns Process**

- A disproportionate number of Safeguarding concerns
- Multiple safeguarding concerns
- A CQC inspection report of 'Inadequate'
- A report of serious crime
- Multiple whistle blowing reports
- Injury or unexplainable death
- Multiple Complaints

#### **4.3. Standards of Care**

The SOC process sits beneath the Serious Concerns process and exists to monitor less severe concerns within the organisation. These are medium/ to low risk. If the organisation is placed in a SOC framework they are to participate in regular meetings with Reading Borough Council and all stakeholders involved. These meetings are to track the progress of the providers against an improvement action plan.

#### **Triggers for a Standard of Care Process**

- CQC Inspection report
- Repeated poor practice
- Multiple medication errors
- Multiple whistle blowers
- Complaints about the provider
- A Safeguarding Strategy meeting which identifies several issues
- Several Safeguarding concern

#### **4.4. Conversation Counts Model**

The Conversation Counts Model that was implemented in 2018 has been continually evaluated and strengthened as a result of the initial feedback from service users, staff and external professionals. In March 2019 phase two of the model was introduced and the focus of the work involves working with people whose circumstances mean they are in crisis and who may be at risk. Staff aim to understand what is causing the crisis, what needs to change urgently and then work with the person to make those changes happen and create stability in their life. The final phase of the Conversation Counts Model is to support people to "look at what good looks like", what resources, support, connections a person needs to live the life they choose to live. This has created a greater emphasis on the broader safeguarding agenda and has enabled staff working alongside people to help them look at how they keep themselves safe.

#### **4.5. Direct Payments**

A key priority for the Council in 2019 was to increase the use of Direct Payments (DPs) as an alternative to traditional models of care and for DPs to be offered to service users for purchasing support packages. An area of concern had been supporting service users to make the right choices in respect of employing carers, the potential for an increase in safeguarding concerns and the general well-being and safety of the service user undertaking this process.

Therefore, from April 2019 to March 2020 a Direct Payments Development Officer was recruited to support the project. Guidance for service users and staff was updated and the number of DP users in Reading has increased. This has been successful and there has not been an increase in safeguarding concerns and offers assurances to those managing their own DP that they are not exposing themselves to risk or harm.

#### **4.6. Personal Assistants**

A further project was implemented to develop Reading's Personal Assistant (PA) market which would address the safeguarding agenda in general. One way of receiving DPs is via a PA who works directly with one or more service users, to support them with various aspects of their daily life. This could be in their own home, in the community, at leisure or at work. PAs are usually employed directly by a person who needs care and support and who manages and pays for this through their Personal Budget or with their own money. The individual employing a PA can choose exactly how they are supported to ensure their needs are met.

Employing PAs supports our aims for service users to:

- receive services that prevent their care needs from becoming more serious or delay the impact of their needs.
- get the information and advice they need to make good decisions about care and support.
- have a range of provision of high quality, appropriate services to choose from.

The future is for a sustainable, diverse and robust PA Market in Reading that will:

- deliver quality care through trained PAs and raising service users' awareness of safeguarding and standards.
- increase choice and control for individuals over the care and support they receive.

#### **4.7. Technology Enabled Care (TEC)**

In 2018 a project was initiated to understand how Technology Enabled Care (TEC) can promote wellbeing, support prevention, maximise independence and self-care, enhance quality of life and reduce the need for a safeguarding intervention. In May 2019 the Reading Borough TEC Lead presented the findings of a six-month review of the provision of TEC in Reading. A range of activities were used to develop an understanding of the current and future potential for increasing the adoption and uptake of TEC.

Improvements to our TEC service have been underway since then and we recently launched our end-to-end Turnkey TEC service. A new TEC Lead has been recruited and we will be monitoring service users' outcomes over the coming months to identify how TEC has impacted on their lives.

## **Royal Berkshire Hospital NHS Foundation Trust (RBFT)**

### **Key achievements**

- The significant amount of daily interagency partnership working to safeguard adults with cognitive problems due to mental ill health, learning disability, autism and dementia.
- Effective patient centred collaborative working alongside clinical teams to safeguard our patients
- Training, audit, learning from incidents and review against statutory standards are the foundation of our assurance, reinforced by supervision and management overview.
- We actively participate in the sub groups of the Safeguarding Adult Board. Mental Health, Suicide Prevention, Learning Disability, Transition and Mortality strategic partnership meetings. Through participation our safeguarding, mental health and learning disability plans are constantly scrutinised, challenged, renewed and updated.
- The Safeguarding and Learning Disability Conference November 2019 led to the “Treat Me Well” campaign to support patients with learning disabilities in hospital being a Trust Quality Account Priority for 2020/21
- The Safeguarding Team have remained on the Royal Berkshire Hospital site and provided face to face assessments and support for patients, their families and staff in both hot and cold Covid wards and departments
- Our Risk Based Priorities for 2020/21 have been agreed through the Strategic Safeguarding Committee
- Safeguarding (adults) clinical governance continued throughout 2019/20, the PCG safeguarding team adult medical clinical lead and matron have worked with the PCG Board to embed safeguarding governance and accountability
- Safeguarding concerns continue to be raised via the Datix incident reporting system this assists in giving feedback to the individual who raised the concern where available, and means that only one reporting mechanism is used for reporting concerns.
- Learning from Safeguarding Adult Reviews (SAR’s) continues to be included in Safeguarding training.
- The Lead Nurse Adult Safeguarding continues to be part of the SAR panel.
- The safeguarding tool kit has been launched hard copies have gone out to some ward and department areas and the tool kit is available as an electronic version on the Intranet
- In February 2020 Marijka Polden, joined the team as a Band 6 Safeguarding Practitioner
- During March 2020 two adult safeguarding medical leads and two matrons were identified for NCG Dr Hannah Johnson and Ali Drew, UCG Dr Zain Hader and Georgie Brown. Due to Covid they have little chance to develop their roles.

### **Mental Capacity and Deprivation of Liberty Safeguards (DoLS)**

- Staff knowledge of the Mental Capacity Act has improved. While this is a good assessment of the status of the Trust, work is still required to embed the knowledge and skills of staff in application of the MCA.
- Training continues with MCA /DoLS sessions on staff induction and as part of the core mandatory training day alongside ad hoc sessions for specific groups of staff.
- Enhanced mental capacity training has been offered on alternate months through 2019-20, Mental Capacity training also forms part of the managing 1:1 day

- A ward level spot check audit tool was developed during 2019-20 audits were undertaken in some Elderly Care during wards in Q3 and Q4. Documentation of mental capacity assessments, by either the use of paper assessment forms or the electronic assessment remains intermittently completed. Work is on-going to amend the form on EPR to make it easier for staff to record free text on the EPR form.
- A good response to campaigns to recognise the need for a DoLS increased the number of urgent DoLS authorised by the Safeguarding Team, 102 compared to 56 in 2018-2019 an 82% increase.
- 11 standard DoLS were granted by the local authorities out of the 102 applications made. The majority of patients were discharged prior to the completion of assessments. Delay in DoLS assessment by local authorities in the acute setting is acknowledged as a risk by the Safeguarding Adult Board.
- Urgent DoLS authorised by the Safeguarding Team last for 7 days and can be extended by a further 7 days.

### **Adult safeguarding concerns**

- All concerns raised by our staff about potential harm or abuse outside of the Trust are reviewed by the local authority and if necessary investigated through the safeguarding process.
- For externally raised safeguarding concerns a fact finding exercise is carried out by the Lead Nurse Adult Safeguarding. This information is given to the local authority for them to decide on the type of investigation and outcome of the concern. In most cases the safeguarding concerns raised against the Trust continue to be around pressure damage and discharge processes. In the majority of cases there continues to be a lack of information provided about pressure damage as part of the discharge process.
- Safeguarding concerns reported within or raised to the Trust related to staff members are investigated under our Managing Safeguarding Concerns and Allegations Policy.
- During 2019/20 341 adult referrals to Local Authorities unchanged compared to 341 in 2018/19 however the complexity of cases increased.

### **Prevent (anti-terrorism)**

- No Prevent concerns were discussed with outside agencies in 2019/20. Two members of the Safeguarding team have attended the South East Prevent workshop and regularly attend West Berkshire Prevent steering group.

### **Domestic Abuse**

- The Domestic Abuse Working Group continues with representatives from each care group. This group formed part of the consultation in reviewing the Domestic Abuse Policy. Work is on-going to embed principals of good practice throughout the Trust including raising the awareness, routine enquiry and encouraging the use Domestic Abuse Stalking and Harassment (DASH) forms. The Named Midwife for Child Protection regularly attends the three Local Authority Multi- Agency Risk Assessment Conferences (MARAC's). Victims identified as being High Risk by MARAC representatives, continue to be flagged on EPR for 12 months following discussion.

### **Key areas of work for 2020/21**

- Promote the safeguarding toolkit
- Support the multi-disciplinary safeguarding champions and care group safeguarding adult medical leads and matrons to embed safeguarding across the Trust
- Relaunch Adult Safeguarding governance suspended during Covid lockdown
- Extend the timeframe of the Domestic Abuse Task and Finish Group to support a review of training.
- Promote the importance of clear documentation of mental capacity; this can be by either use of paper or electronic documentation of Mental Capacity assessments.
- Complete a gap analysis against the Intercollegiate Document, Adult Safeguarding: Roles and Competencies for Health and Social Care Staff 2018.
- Implement the following training, delayed because of Covid- 19 pandemic.
  - Level 3 Adult Safeguarding training
  - Advanced Mental Capacity Act training for clinicians
- Working with other members of the safeguarding team review existing training methodologies to include virtual class room and digital opportunities developed during Covid, including expanding a 'train the trainer' approach and reflective peer review sessions.
- Support the Safeguarding Adult Board work on safeguarding and pressure ulcer prevention & financial abuse.
- Participate in 'new normal' Covid recovery and restoration through the Safeguarding Adults Board and working groups with partners.
- Implementation of Mental Capacity (Amendment) Act May 2019, new Liberty Protection Safeguards, originally planned by the government from April 2021 delayed until April 2022.

### **South Central Ambulance Service NHS Foundation Trust (SCAS)**

The development of a new safeguarding level 3 training to be delivered face to face to appropriate staff groups for 2020-2021 training year.

The implementation of CP-IS across our Clinical Call Centres and electronic patient records system. 111 is live but there is still some work to do regarding our 999 call centre.

SCAS is working on a national project to embed contextual safeguarding as business as usual across all ambulance trusts.

The development of a safeguarding referral process for those GP's that have returned to assist with the Covid virus. This has formed part of our 111 service but at a national level.

We have set up a process to undertake quarterly internal audits of safeguarding and welfare referrals for reporting and governance processes.

### **Thames Valley Police (TVP)**

This year TVP staff from the West Berkshire Domestic Abuse Unit successfully obtained the Forces first Violent Offender Order under Part 7 of the Criminal Justice and Immigration Act 2008. The Court Order sets out very strict prohibitions, conditions, and restrictions, on a male who was previously convicted and imprisoned of a violent offence against an adult. Among other conditions the male has to notify the police of any communication with any female when forming a personal relationship. The stringent conditions reflect the level of



risk posed to females should they enter into a relationship with the male; as acknowledged by the Court. The use of such orders will be communicated across TVP and the Media to alert others of the benefits of such an order when protecting those at risk of harm.

The use of multi-agency partnership working continues with TVP Chairing the monthly MARAC meetings across Reading, Wokingham, and West Berkshire. 304 of the 557 referrals between October 2019 and October 2020 were from TVP, with the safety planning of 216 'repeat' victims being discussed. Staff from TVPs Service Improvement Unit have attended MARAC meetings held across Berkshire to ensure there is a consistent approach to the running of the meetings, and if there are any measures that can be implemented to improve efficiency.

Reading Police and CMHT are continuing with the pilot of a High Intensity User Group meeting which works with partners across health and social care to improve identification and intervention of adults with additional needs due to mental health concerns, and reduce their impact on statutory resources. The partnership project is proving to be successful in jointly managing its referrals and the numbers of referrals are decreasing. The pilot has therefore been given further funding to extend to spring 2021.

In response to the various challenges the pandemic and specifically 'lockdown' has raised in relation to safeguarding, TVP launched a scheme to identify those adults at risk of harm who now maybe at greater risk due to the fewer opportunities to raise the alarm for help. The 'hidden harm' campaign identified those who may have been isolated, following up with a risk assessed proactive contact from TVP staff. A local campaign was also instigated by DAIU to raise the awareness of retail staff in recognising the signs of domestic abuse. DAIU offered training to local business, supported with leaflets and posters. The campaign has been adopted as a national initiative.

### **Involve, Bracknell Forest and Wokingham Borough**

#### **Involve Community Services, Bracknell Forest and Wokingham Borough**

The key focus relating to safeguarding from involve's perspective has been through training and comms to the local voluntary and community sector. Within the year 19/20 a number of targeted courses have been delivered in the Wokingham Borough and attended by members of different charities in subjects including: suicide awareness, CSE, professional boundaries, safeguarding, PTSD, ASD and others. These courses all received positive feedback and enable safer working in the charity sector and better outcomes for volunteers, staff and service users.

Involve has continually promoted and communicated messages to help people remain aware and stay safe in their communities, this has included messages and comms relating to bullying/ peer pressure, county lines and modern day slavery. Networking sessions have been held within the borough to bring the voluntary sector together and facilitate stronger partnerships and Involve's connections to the safeguarding board and Community Safety

Partnership remains strong. Inputs have gone into these boards giving the VCS perspective as well as messages and guidance taken out from these partnerships to pass on to relevant partners or going into wider circulation and promotion.

### **Volunteer Centre West Berkshire**

Our Director is a full Board Member of the West Berkshire council Health and Well Being Board and the Safeguarding Adults Partnership Board. During the last year VCWB has promoted safeguarding training and disseminated information to the widest voluntary sector through its regular voluntary sector bulletins. Working in partnership with the Head of Adult Safeguarding the Volunteer Centre asked WBC to create a simple how to report a safeguarding issue. This document has then been sent to the Voluntary Sector in West Berkshire to raise awareness of Safeguarding as an issue and importantly how to react to a concern. During the last year we have operated 3 Safeguarding training sessions.

### **West Berkshire District Council (WBC)**

2019/20 has been a busy year for the Safeguarding Adult Service in West Berkshire council. Delivery of the safeguarding function is shared between the operational social care teams who complete the majority of investigations into allegations of abuse and a small safeguarding team that provide a triage and scrutiny function, signing off all investigations and leading on investigations into organisational abuse. They also coordinate the response in relation to Deprivation of Liberty Safeguards (DoLS).

During 19-20 the service opened 925 concerns. This is a significant increase (30%) in the number of concerns opened compared to 2018/19, some of the increase is attributed to a change in the way data is captured.

We have worked alongside the performance team and consulted Adult Social Care practitioners to develop more streamlined and informative safeguarding forms which go live on 1<sup>st</sup> April. This has been a longer piece of work but will ensure workers are prompted in relation to best practice throughout the enquiry and ensures risk assessment at the beginning and end of the enquiry document. The new forms also enable the safeguarding team to make a decision on closure of the document as to whether a review of the protection plan is required post implementation.

Organisational Safeguarding has been a particular pressure on the service this year. We have had one Berkshire wide provider who have been under a police investigation and serious provider concerns framework which West Berkshire Safeguarding Service has led on due to the head office for the provider being in our area. This has put a great deal of pressure on both the safeguarding service, but also the ASC staff who have assisted in the process to ensure that service users under these providers are safe. We have worked closely with the CQC and our partner local authorities to undertake relevant S42 enquiries and also undertake the provider concerns process. One organisational safeguarding has spanned two reporting years.

The service continues to strike a balance between daily operations dealing with incoming safeguarding concerns and applications for Deprivation of Liberty Safeguards authorisations with raising awareness of safeguarding

### **Service Improvements**

- We have recently redesigned the safeguarding forms to make them more user friendly and these are due to go live following training with all ASC staff in April.
- The safeguarding team and PSW completed training with the Public Protection Partnership around identifying safeguarding and how we are able to work together.
- Section 42 audits are being completed on at least 10% of cases. This is on Care Director.
- Ongoing review of performance data across West Berkshire.
- West Berkshire Council have signed up to the 'Safe Places' scheme with local businesses.
- The PSW and one of our BIA's are conducting training following published SAR's,
- We had scheduled specific training around recognising domestic abuse and the impact coercive control in S42 enquiries. Due to Covid restrictions this will be carried over to 20-21.
- Development of Risk Management escalation process for both in house staff and those in our partner agencies. This will allow us to prevent safeguarding by working with the wider MDT to put measures in place to protect service users at an earlier stage.
- The Safeguarding Team dedicated National Safeguarding Week 2019 to spending time in the community, raising awareness of recognising, safeguarding, how to seek support and what to expect. The profile of safeguarding in West Berkshire was raised and it gave an opportunity for voluntary agencies and advocacy to join us and share practice.

### **Healthwatch Wokingham**

Healthwatch Wokingham ensured that all staff have received the appropriate adult safeguarding training. Safeguarding policies are in place to ensure all staff members understand either the escalation process within the organisation and the referral process in the local council adult safeguarding team. We attend and support the Wokingham Adult Safeguarding forum and the Safeguarding Adults board.