

# Suffolk Adult Safeguarding Newsletter

**Issue four, October 2008**



Welcome to the fourth edition of the Suffolk Adult Safeguarding newsletter. Thank you to all who contributed articles for this edition, articles are always welcomed and should be sent to [Wendy.garrard@acs.suffolkcc.gov.uk](mailto:Wendy.garrard@acs.suffolkcc.gov.uk)

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## Sign up Now to be a Dignity Champion

Bill Nicol, Head of Adult Safeguarding Services, [Bill.Nicol@socserv.suffolkcc.gov.uk](mailto:Bill.Nicol@socserv.suffolkcc.gov.uk)

**“Dignity is the core principle for humanity. We must make it the core principle of care. Our challenge must go beyond getting the basics right, putting Dignity & Respect at the heart of everything we do”**

**Phillip Hope, MP, Minister for Care Services.**

Since August 2008 over 3,500 people have signed up as Dignity Champions.

A new Dignity Champions website has been launched to support Dignity Champions to take action locally. As well as a new (and improved) sign-up facility, the new website includes many new features including

**Latest News – Regularly updated news from Dept of Health and key stakeholders relevant for Dignity Champions**

**Local news from your region**

**Ideas and resources to help Dignity Champions take action**

**Resource Library full of useful links, best practice examples and information**

**Details of national and local events**

If we consider again the 10 action points below it is evident why this is at the heart of what we do.

- 1. Have a zero tolerance of all forms of abuse**
- 2. Support people with the same respect you would want for yourself or a member of your family**
- 3. Treat each person as an individual by offering a personalised service**
- 4. Enable people to maintain the maximum possible level of independence, choice, and control**
- 5. Listen and support people to express their needs and wants**
- 6. Respect people's right to privacy**
- 7. Ensure people feel able to complain without fear of retribution**
- 8. Engage with family members and carers as care partners**
- 9. Assist people to maintain confidence and a positive self esteem**
- 10. Act to alleviate people's loneliness and isolation**

We would love to hear about practical examples of how you, or your organisation, have demonstrated positive outcomes for vulnerable people and their families and carers. Let us know and we will gladly feature your examples in forthcoming editions of the newsletter.

To become a Dignity Champion you need only visit [www.dignityincare.org.uk](http://www.dignityincare.org.uk) or call 0207 9724007 and register.

The Autumn Dignity newsletter can be found by following this link;  
[http://networks.csip.org.uk/nl/?l=331\\_1\\_1\\_1](http://networks.csip.org.uk/nl/?l=331_1_1_1)

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# Deprivation of Liberty Safeguards

For enquiries about the MCA or DOLS staff should contact:

Dominic Nasmyth-Miller (Professional Advisor Mental Capacity) Tel: 01473 260813 / 07717302216

[dominic.nasmyth-miller@socserv.suffolkcc.gov.uk](mailto:dominic.nasmyth-miller@socserv.suffolkcc.gov.uk)

## Deprivation of Liberty Safeguards – DOLS

The Mental Capacity Act 2005 (MCA) provides a statutory framework for acting and making decisions on behalf of individuals who lack the mental capacity to do so for themselves.

The Government has added new provisions to the Act: The Deprivation of Liberty Safeguards which are due to be implemented in April 2009.

These safeguards focus on those in hospital or within care homes who for their own safety and in their own best interests need to be accommodated under care and treatment regimes that may have the effect of depriving them of their liberty, but who lack the capacity to consent.

The deprivation of a person's liberty is a serious matter and should not happen unless it is absolutely necessary and these safeguards have been created to ensure that any decision to deprive someone of their liberty is made following defined processes and in consultation with specific authorities.

The Code of Practice, to which a link is attached below, provides guidance and information for those implementing the deprivation of liberty safeguards.

**Link to the Code of Practice for DOLS:** <http://www.suffolkas.org/request.php?90>

A policy for Suffolk County Council, which will support staff by clarifying the required processes and timescales that need to be adhered-to, is currently being devised in preparation for the implementation of the DOLS in April 2009.

### Training is being made available for staff regarding the DOLS.

For assessors: Carol Dawson has been commissioned to provide 12 sessions during January & June 2008.

For residential providers: 30 sessions have been arranged during January & April 2008.

Staff attending either of these sessions regarding the DOLS will need to have previously attended the MCA Contextualised Training Sessions as the DOLS are complex and build upon the key principles of the MCA.

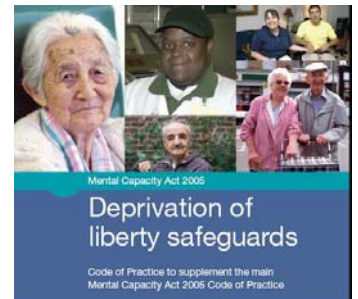
In addition a further e-learning programme is being purchased specifically regarding the DOLS. This will be available in February 2009 and will be accessible to all staff who will be able to undertake the course on-line.

Flyers regarding the DOL training sessions will be circulated shortly but for additional details regarding this training, including undertaking the MCA Contextualised Training Sessions contact Laura Rogers at Kerrison:  
[laura.rogers@socserv.suffolkcc.gov.uk](mailto:laura.rogers@socserv.suffolkcc.gov.uk)

For enquiries about the MCA or DOLS staff should contact:

Dominic Nasmyth-Miller (Professional Advisor Mental Capacity) Tel: 01473 260813 / 07717302216

[dominic.nasmyth-miller@socserv.suffolkcc.gov.uk](mailto:dominic.nasmyth-miller@socserv.suffolkcc.gov.uk)



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## Electronic learning programme update

Wendy Garrard, [Wendy.garrard@acs.suffolkcc.gov.uk](mailto:Wendy.garrard@acs.suffolkcc.gov.uk)

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**The Adult Safeguarding Team launched the new Staff Electronic Learning programme on 1st August 2008. Since then this has proved to be a very popular course and feedback has been excellent. Around 400 people have accessed the course to date.**

This electronic- learning programme has been developed to deliver Adult Safeguarding awareness training to Suffolk County Council staff, partner agencies, residential services, care providers, charities, in fact anyone working with vulnerable adults and will be **free of charge**.

Individuals will be able to take the course at a time suitable to themselves, and a certificate can be printed on completion of the course. In addition workbooks are currently being developed to compliment the programme and to allow individuals to further evidence their understanding Topics covered will include;

- What is abuse
- Recognising abuse
- Risk Factors
- If you suspect abuse
- Recording abuse
- Referral
- Interagency approach
- Good practice
- Help and support
- Whistleblowing

It will take around two hours to complete the course and users will be able to print a certificate on completion.

**In order to access this resource contact Wendy Garrard,**

**[Wendy.Garrard@socs.erv.suffolkcc.gov.uk](mailto:Wendy.Garrard@socs.erv.suffolkcc.gov.uk) for a link to the programme, login, and password. Please supply your name, organisation name, role / team and address**

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# Profile of; Jacqui Martin Adult Safeguarding Board Member and CEO of Suffolk Family Carers

Jacqui Martin, [Jacqui.Martin@suffolkfamilycarers.org](mailto:Jacqui.Martin@suffolkfamilycarers.org)

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Following a varied career in the commercial, legal, sales and marketing industries both here and abroad Jacqui then settled in Suffolk and started work with Suffolk Family Carers 20 years ago when it was a ground breaking small and new project, looking at the needs of family carers. Her energy and commitment has enabled her to develop the organisation into a dynamic, needs led service to support Family Carers of all ages. She is responsible with her dynamic team for one of largest Family Carers Support Centres in the Country.

“Our team at Suffolk Family Carers aim to listen, allow people time to consider their options and also and to support them in a variety of ways. These include really listening, advocacy support in difficult situations.



Supplying a variety of information, enabling respite and also educational opportunities plus events that help people switch off, look after themselves and have some fun.

Jacqui is a co-opted member of Adult Scrutiny Committee of Suffolk County Council and has given evidence to the Health Scrutiny Committee. She is also a member of the Suffolk Strategic Partnership Board, Chair of the Family Carers Partnership Board, a member of the Learning Disabilities Partnership Board, Safeguarding Adults, and has recently been elected onto the Regional Assembly and its Executive Committee as a Voluntary and Community Sector Representative with a focus on Family Carers and Disability issues and of course the Safeguarding Adults Board, giving her a wide experience at all levels. Jacqui sees the safeguarding agenda as key to improving the lives of so many people she believes that everyone has the right to live in a safe way and the role of this Board is key to enabling people to do just that.

## **Jacqui on Adult Safeguarding, in her own words;**

Having been involved with the safeguarding services in Suffolk for 10 years the last few years have show a real step forward in many areas. The training of staff to recognise signs where a member of the community is at risk, being financially disadvantaged by another person, being physically mistreated or being pressured into decisions they are not clear about has been key in tackling many of the issues individuals face. To now have three centres in Suffolk with specially trained people from a variety of agencies all working together, has been a really effective way to enable individuals to be dealt with in a sensitive, professional and proactive way.

We are getting more referrals with regard to a variety of situations but this does not mean that the numbers are increasing it is just that people are able to come forward and without the work that has been done many individuals would still be suffering in silence, which is a situation that is unacceptable.

We will continue to drive forward the safeguarding agenda in Suffolk and learn each day from this work, it is essential that people feel safe whether living in the community or in a care setting where they are reliant on other individuals no form abuse is acceptable.

# Government consults on safeguarding vulnerable adults

Department of Health Website,

<http://nds.coi.gov.uk/content/detail.asp?NewsAreaID=2&ReleaseID=381483>



Thursday 16 October 2008 13:00

Department of Health (National)

## Government consults on safeguarding vulnerable adults

Views sought on action needed

Care Services Minister Phil Hope today launched a consultation on how to improve safeguarding policy - the protection of vulnerable adults - and address abuse in all its forms in the care system.

The 'No Secrets' guidance for local authorities, the police and the NHS to work together to protect adults is already in place. The Government now wants to make sure it keeps up with changes in the social care system, with the new emphasis on choice and control and changing forms of abuse.

Key issues on which Government is seeking views are:

- \* Whether there is now a need for legislation,
- \* The feasibility of a national database of recommendations from serious case reviews where abuse has occurred
- \* What new measures are needed in the face of increased 'personalisation' of care with more people now being in charge of their own care instead of local authorities
- \* What new measures are needed in the face of changing forms of abuse, such as financial abuse

Phil Hope said:

"I am determined to improve safeguarding of vulnerable people. We need a greater focus on prevention, a greater emphasis on safeguarding in commissioning services and support, and greater empowerment of people to determine how they wish to be safeguarded. The No Secrets guidance must be updated to make sure everyone - individuals, police, care agencies, the NHS and local authorities prevent abuse, and also recognise it and stamp it out if it does occur.

"The consultation is particularly relevant as more people gain control of their own care. I want to help people maintain this control and independence, free from fear of abuse. I look forward to hearing people's views and will not hesitate to take tough action to improve safeguarding for those in vulnerable situations."

The consultation on the review of No Secrets will run from 14th October to 31st January 2009.

The consultation can be found on the Department of Health website at

<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Safeguardinganddealingwithabuse/index.htm>

A review of the No Secrets Guidance on protection of vulnerable adults was announced by Ivan Lewis in 2007

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## Charter for Older People in Suffolk

Hazel Adnams, Partnership with Older People, [hazel.adnams@socserv.suffolkcc.gov.uk](mailto:hazel.adnams@socserv.suffolkcc.gov.uk); 01473 264419

Website; <http://www.suffolk.gov.uk/CareAndHealth/OlderPeople/PartnershipOlderPeople.htm>

### Charter for Older People in Suffolk

Sixty years on from the Declaration of Human Rights, Suffolk now has its very own set of rights for older people in the county. The charter, supported by Chief Executives of all councils across Suffolk, the Police and the Primary Care Trust (PCT) was signed on International Day of Older People (1 October) at a Conference based at BT Martlesham, Suffolk.

The Charter for older people outlines:

- the rights that older people in Suffolk should be entitled to enjoy
- the opportunities they should expect, and
- The responsibilities and aspirations of those who provide their activities, services and support.

Signing the Charter, portfolio holder for Adults and Communities, County Councillor Graham Newman said: “This is our pledge to older people in Suffolk for now and the future. It is a charter to improve lives and the quality of lives of those who live in the county. Key to this is making sure that the needs of people who grow older in Suffolk is not only about delivering better care to individuals but making sure their lives are positive and full of opportunities. As the Declaration of Human Rights reaches its 60th birthday it is fitting that we are all signing up to this pledge together, on the International Day of Older Persons. “

### **Why the Charter?**

The Charter for Older People in Suffolk is a document that Suffolk’s Older People’s Strategic Partnership Board (OPSPB) has been responsible for putting together. The board formed in 2006 acts as a formal voice for all older people in Suffolk and is made up of various organisations, groups and individuals.

The content of the Charter originated from discussions involving older people held at Partnership with Older People’s (POP) Forums about everyday issues and concerns. Further work was carried out by the OPSPB on how to move forward with what older people were saying about life in general in Suffolk including access to services, information and advice, health and social care, safety in the home and community, housing, culture, art and leisure etc. All these different views on every day life were taken into account when drawing up the Charter

### **Taking the Charter Forward**

The Charter recognises that rights and responsibilities go hand in hand and the new vision requires that we all:

- Stop thinking about narrowly defined care services and start thinking about the provision of more enabling services that provide people with the right to live independently
- Share responsibility for changing attitudes and approaches to ageing between individuals, families, the community, local authorities and the government
- Provide more flexible services and systems that respond in a variety of ways to overcome barriers and enable people to access solutions that works best for them

We hope that with the signing of the Charter it will mark the starting point for many significant initiatives that will enhance the lives and experiences of older people right across the county. The next task will be to identify and proclaim examples of how those who have committed to these ideals have succeeded in putting them into practice.

Please help in achieving this vision?

The charter can be downloaded at; <http://www.suffolk.gov.uk/NR/rdonlyres/45ADE9AF-A119-42DD-950E-6BBEB0A88B2B/0/POPCharter4pages.pdf>

### **Copies of the Charter and Further information are available from:**

Jill Stewart or Hazel Adnams  
Partnership with Older People Office  
Suffolk County Council  
8 Russell Rd.  
Ipswich IP1 2BX  
01473-264417/19

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# Personalisation survey: service user safety a key issue for social workers

Maria Ahmed, Community care.

## Personalisation survey: service user safety a key issue for social workers

### Compulsory criminal records checks favoured by social workers

Posted: 22 October 2008 | [Subscribe Online](#)

Writes Maria Ahmed

#### COMMUNITY CARE EXCLUSIVE

Nine in 10 adult care social workers want compulsory regulation of people employed directly by service users, exclusive *Community Care* research reveals.

Our survey of nearly 600 frontline staff found 93% of council social workers and 95% of those in other organisations backed mandatory Criminal Records Bureau checks on personal assistants and others hired by direct payment or personal budget recipients. Checks are currently voluntary.

It will also be voluntary for those hired directly by service users to register under the vetting and barring scheme, which is due to launch next year and requires a CRB check.

Nearly three-quarters (73%) of social workers in councils and other bodies supported registration of personal assistants and carers with the General Social Care Council. It is due to consult on the issue soon.

#### More vulnerable

Most survey respondents - 96% of local authority social workers and 82% of social workers with other employers - were concerned that personalisation might make some service users more vulnerable.

Our survey also found a high level of resistance to the personalisation reforms being rolled out in England between 2008 and 2011. Nearly half - 48% - of local authority social workers said the agenda was not the right direction for adult social care.

Department of Health [guidance published in January](#) said the government wants all service users, "regardless of their level of need", to have choice and control over how their support is delivered. Over the long term this would mean giving all users a personal budget.

However, 71% of council social workers believed extending personalisation to all service users "regardless of their level of need" was inappropriate.

The survey was sent to readers in adults' services ranging from newly-qualified staff to those with more than 20 years' experience. It attracted anonymous responses from 598 staff, including 357 local authority social workers. No local authorities or organisations were identified.

The findings are likely to prompt concerns among directors about social workers' readiness to implement personalisation, while fuelling the debate on registering PAs ahead of the GSCC consultation.

Jeff Jerome (pictured), the national director for transformation of social care, said the findings reflected a "lack of understanding" about personalisation, particularly in areas where the reforms had yet to bed down.

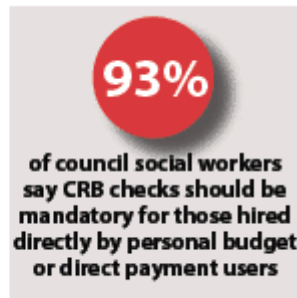
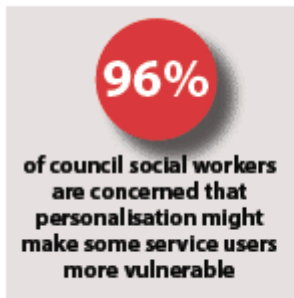
The personalisation tsar, who was [appointed to implement the government's reforms in June](#), predicted that responses would be very different from areas at the cutting edge. But Jerome said some areas were "still in the early stages" and admitted that agencies responsible for implementation needed to be more proactive.

"Directors and others including myself need to spend more time with staff talking things through, particularly those who are more conservative about the changes," he said. He pointed out that the DH and Social Care Institute for Excellence would soon produce guidance to help organisations.

He also warned that registration of individuals hired by people receiving personal budgets could be "unworkable" because it would be difficult to decide whom to include. "Service users employ a range of people including gardeners and cleaners. I don't think we would be able to regulate all of them," he said.

Jerome argued there was no evidence to suggest that people employed directly by service users were likely to pose greater risks than registered care staff. He added that service users could already request CRB checks for individuals.





### Incidents of abuse

However, a [Skills for Care study](#) in March found that only half of direct payment recipients carried out CRB checks on personal assistants they did not know.

But Jerome added: "Many incidents of abuse involve care staff who are registered with the GSCC and have CRB checks. This shows how safeguarding is a wider issue than just regulation - it is the responsibility of communities and the whole of society."

He said he would support a "kite marking" scheme to help service users' judge the quality of individuals' services.

Ruth Cartwright, professional officer for England at the British Association of Social Workers, said the body was likely to back registration for PAs.

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## Independent Safeguarding Authority

Bill Nicol, Head of Adult Safeguarding, [Bill.Nicol@socserv.suffolkcc.gov.uk](mailto:Bill.Nicol@socserv.suffolkcc.gov.uk)

The Independent Safeguarding Authority (ISA) came into being on January 2008. It is a non – departmental government body charged with the administration of what has previously been known as “vetting and barring”.

The creation of the ISA is a key component of the Vulnerable Groups Act (2006) and forms part of the Government’s response to the Bichard Enquiry into the Soham murders.

ISA registration will begin in October 2009 and will eventually include over 11 million people who work with children and vulnerable adults whether through employment or in a voluntary capacity.

The eligibility criteria for registration and vetting by the ISA will be much broader than those who are currently required to have a Criminal Records Bureau (CRB) disclosure and for the first time staff who have access to sensitive personal information regarding children and vulnerable adults will be required to register. This includes administrative and business support staff.

By 2014 all people who work with children and vulnerable adults, whether on a paid or unpaid basis, will have to be registered.

The CRB will administer the checking process. There will be an ISA registration charge of £28 for all paid employees (volunteers are free) but this will have to be combined with an enhanced CRB check bringing the total cost of registration to £64.

We will be including regular updates on the ISA in forthcoming newsletters.

In the interim period we would strongly suggest that you access the ISA website. This contains a wide range of information and facts sheets which will keep you fully informed about ISA implementation and your responsibilities.

Go to [www.isa-gov.org](http://www.isa-gov.org)

Our thanks to Kala Nobbs, Children Safeguarding Manager, for the information within this article

## Information and contacts

Getting in touch

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## Comments on this publication

If you would like to feed back or submit articles to this publication, contact: Wendy Garrard, Adult Safeguarding Administration Manager, [Wendy.garrard@acs.suffolkcc.gov.uk](mailto:Wendy.garrard@acs.suffolkcc.gov.uk)