

# Suffolk Adult Safeguarding Newsletter

## Issue three, July 2008

### Welcome to the third edition of the Adult Safeguarding newsletter.

Many thanks to those who have submitted articles for this issue, if you would like to submit an article for the next issue, October 2008. please send your submission to Wendy Garrard  
[Wendy.Garrard@socserv.suffolkcc.gov.uk](mailto:Wendy.Garrard@socserv.suffolkcc.gov.uk) by 15<sup>th</sup> September 2008

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### E-Learning launch and workbooks update

Wendy Garrard, Adult Safeguarding Administration Manager,  
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**We are pleased to announce that the long awaited E-Learning package is ready to launch and will be available from 1<sup>st</sup> August .**

This will cover basic awareness and will be **free of charge**. In order to access this resource contact Wendy Garrard, [Wendy.Garrard@socserv.suffolkcc.gov.uk](mailto:Wendy.Garrard@socserv.suffolkcc.gov.uk) for a link, login, and password.

Work is ongoing to complete the workbooks which are being piloted at the moment. Watch this space, or the Adult Safeguarding website for updates.  
[www.suffolkas.org](http://www.suffolkas.org)

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## A week in the life of Paula Youell

Paula Youell, Adult Safeguarding Manager, Eastern area.

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### Day 1

Starting the week at Conifer House, I make Monday morning cup of tea (actually Owen made it) and look at the week ahead.

For the past two months I have been preparing for the Vulnerable Adult Joint Investigation Training (VA/JIT) which I will be delivering in August, so several calls are made to confirm the speakers for the first week and finalise the timetable ready for distribution to applicants. Ensuring the course is advertised on the safeguarding website and the new Victim Care Officers are aware of the dates and venue the foundations are laid for the course to begin.

I head off to the Endeavour House, where I am meeting with colleagues such as Shirley Osborne, and Human Resources to discuss a policy on Domestic Violence and employees within Suffolk County Council, although not directly responsible for this area, it is important to ensure links are made and appropriate references are made to Adult Safeguarding within the policy.

I head off to Whitehouse Road to see the team manager (and eat her chocolate) to discuss a current case, where there have been several referrals in relation to a Care Home, we write letters to GP's and customers to ask their views and any concerns they may have.

Back to Conifer House to discuss a new referral with Owen and agree an urgent response is needed, Owen has already discussed with Enhanced Customer First (ECF), we now agree a meeting date discuss relevant professionals to be invited.

## **Day 2**

Straight to Whitehouse Road this morning to chair a review meeting regarding a number of referrals made against a nursing home; some of which were clearly safeguarding matters, others were around the quality of care provided, therefore CSCI attend as well as our own Quality and Monitoring department.

I then attend a second review meeting involving a police investigation, when a man with physical disabilities disclosed a sexual assault at the hands of his carer. Appropriate updates were given and information shared in order for investigation to progress.

Returning to Conifer House, I return messages left and catch up on emails. I later meet with a Victim Care Officer to go over an investigation she is involved with and assist with the planning of the DVD interview.

Late afternoon I meet with the Primary Care Trust, Community Nurse, Locality Manager to discuss adult safeguarding policies and her role within her staff team in implementing the recommended procedures. She has agreed to attend my locality committees and we established a stronger working relationship.

## **Day 3**

I attend the Multi-Agency Risk Assessment Conference (MARAC) where high risk cases of domestic abuse are discussed, responsibilities are identified and risk management/safety plans are put into place. Few cases are directly related to adult safeguarding, however the MARAC is an excellent arena for information sharing and defining the role of safeguarding in appropriate cases where questions are raised on vulnerability and criteria for services. Where the victim is a vulnerable adult, I am able to take information back to the appropriate team in order to ensure actions are taken up and responsibilities defined.

From MARAC I head off to Endeavour House to meet Dave White to discuss his input on the VA/JIT and the student's requirements.

Ending the day at Conifer House, Owen and I discuss recent referrals and appropriate course of action on the cases which require a joint police/social work approach.

I finish work on a policy titled 'responding to adult safeguarding referrals/allegations made against Residential Homes in Suffolk' which will compliment our existing policies, and assist in reinforcing to provider services their responsibilities in responding to allegations and making appropriate and timely referrals.

#### **Day 4**

Seb and I attend a conference in Cambridge on Honour Based Violence (HBV), and Forced Marriage. A Home Office conference which provided information on the prevalence of HBV in the UK and the national response, including the Forced Marriage Unit and independent advocacy services. There was a very powerful talk given by a victim of forced marriage and her ability to flee the relationship and the new life she has built for herself. Seb and I agreed to produce information for the safeguarding website and embed the messages given within future training.

#### **Day 5**

Catching up with messages first thing, I then meet with the manager of the ACS Quality and Monitoring Team to discuss a current case and ensure we understand our roles and responsibilities as well as the corporate message we wish to portray to the organisation we are working with.

After lunch I went to Felixstowe to attend a 'best interests' meeting under the Mental Capacity Act Codes. The case has been complex from the outset and has involved a criminal investigation as well as acrimony within a large family. The meeting had the 'potential' to become volatile and the focus lost if not carefully managed. However the meeting went well and the case was able to make positive steps forward.

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# YOUR CHANCE TO BECOME A DIGNITY & RESPECT CHAMPION

Bill Nicol, Head of Adult Safeguarding.

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## YOUR CHANCE TO BECOME A DIGNITY & RESPECT CHAMPION

**“OUR CHALLENGE IS TO PUT DIGNITY AT THE HEART OF CARE SERVICES”**

**Ivan Lewis MP  
Minister for Care Services**

The dignity and respect challenge could not be simpler. What it promotes is that to be a high quality service then we must respect people's dignity.

This can be achieved by ensuring that the following 10 standards are always at the core of the services that we provide and the care and support that we offer.

Have a zero tolerance of all forms of abuse

Support people with the same dignity you would want for yourself or a member of your family

Treat each person as an individual by offering a personalised service

Enable people to maintain the maximum possible level of independence, choice, and control

Listen and support people to express their needs and wants

Respect people's right to privacy

Ensure people feel able to complain without fear of retribution

Engage with family members and carers as care partners

Assist people to maintain confidence and a positive self esteem

Act to alleviate people's loneliness and isolation

**You can register and become a Dignity Champion today!**

**Simply call 0207 9724007 or sign up online at [www.dignityincare.org.uk](http://www.dignityincare.org.uk) to register and to receive further information.**

Please keep a close eye on our own adult safeguarding website at [www.suffolkas.org](http://www.suffolkas.org) and on future editions of this newsletter for additional updates including workshops and guidance for all dignity champions.

A Dignity & Respect Protocol is also being developed for all agencies and care organisations throughout the County.

Information is also available from the Care Services Improvement Partnership (CSIP) website.

Please sign up today and promote the Dignity agenda.

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## Suffolk Family Carers

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**Suffolk Family Carers**  
SUPPORT FOR PEOPLE CARING AT HOME

We are very pleased to be asked to write an article for your Newsletter and thought we needed to start by explaining a little about ourselves. Suffolk Family Carers support people who are caring at home. There are estimated to be approximately 98,000 Family Carers in Suffolk and in the next few years many of us will become Family Carers.

As well as working with Family Carers through our many projects, we work in partnership with statutory and voluntary organizations to keep Family Carers issues high on agendas.

In terms of Safeguarding Adults our Chief Executive Jacqui Martin has a place on the Safeguarding Adults Board and we now have staff representation at the three Locality Safeguarding Meetings that take place around the County.

So to explain a little more about Suffolk Family Carers – we have our Carers Centre at Claydon, as well as offices in Bury St Edmunds, Sudbury and Lowestoft.

The centre at Claydon is a 'drop in' for Family Carers where they can come along for information, social events, training days, complementary therapies – the list is really quite extensive!

**Helpline**

For Family Carers and Professionals to call for help – 9.00 am – 4.00 pm  
Monday to Friday. 01473 232679

**Community Support Team**

Advocacy for Family Carers and Support Workers working one to one and in groups with Family Carers aged 18 plus across Suffolk.

**Mental Health Project**

Support for Family Carers who are caring for someone aged 18-65 with a severe and enduring mental illness.

**Young Carers Project**

Support for young people under 18 who are caring for someone in the family. This includes one to one, short breaks, social clubs and boost groups.

**Carers Voice**

Consultation website for Family Carers who are happy to be consulted.

**Family Carers Discharge Liaison Team**

Support and advocacy in Ipswich, West Suffolk and James Paget Hospitals. Working with Family Carers and hospital staff to help bring about appropriate discharge whilst in hospital and support for going home.

**Black Minority and Ethnic Project**

Supports Family Carers from minority and ethnic communities involved in our other projects.

**FACT (Fire and Carers Together)**

A service to support Family Carers and/or vulnerable people against the risk of fire in their home. This may include the fitting of smoke alarms for people with sight and hearing difficulties.

**Older People and Learning Disabilities Project**

Supports Family Carers over 60 looking after someone at home with a learning disability.

**Talk and Support**

A team of trained volunteers offer support by contacting Family Carers with a phone call.

**Respite**

Flexible Respite Project – Organises and funds respite care at home for people over 65 with an illness or disability, so that Family Carers can have an occasional break.

Respite Database – A database detailing opportunities to access respite, including residential, day care, holiday clubs etc.

**Learning, Education, Employment and Training Project**

Support in tackling barriers to education and employment for Family Carers. Outreach sessions regularly throughout Suffolk.

If when reading this you think **YOU** are a Family Carer please do call our helpline on 01473 232679

In the next edition of this newsletter, we hope to be able to give you a flavour of some of the work we do particularly relating to safeguarding.

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## **Press release: Protecting people who get care in their own homes.**

**Councillor Graham Newman**, Portfolio Holder for Adult and Community Services / **Chris Lane**; External Communications Manager, SCC, ([chris.lane@comms.suffolkcc.gov.uk](mailto:chris.lane@comms.suffolkcc.gov.uk))



Councillor Graham Newman, Portfolio Holder for Adult and Community Services

### **Protecting people who get care in their own homes**

Suffolk County Council would like everyone who has carers coming in to their own home to be sure their carers are checked and registered. They can then be sure that their carers and the agency employing them are of a good standard, safe and honest.

Councillor Graham Newman, Portfolio Holder for Adult and Community Services said: "If you have carers coming in to your own home to provide personal care for you or your loved one, you have the right to make sure that the carers and their agency are properly registered and inspected. Personal care can include bathing or washing, and is officially defined as

help with “bodily functions”. You can ask to see your carer’s card, and you can check if the agency is registered with CSCI. CSCI is the Commission for Social Care Inspection, and you can phone them on 01223 771300, or look on their website at [www.csci.org.uk](http://www.csci.org.uk) or contact Suffolk County Council on 08456 023023. It’s always better to be safe than sorry! If you have any doubts or queries about the care you’re getting, we can advise you. Call us on 08456 023023 and we have lots of information on all sorts of services as well as the council’s social care.”

If carers are working together, perhaps covering each other’s shifts, or being coordinated by a colleague, then they probably should be registered as an agency. Sometimes people go from caring for a relative or friend on a voluntary basis, to taking on a neighbour or friends of friends for a fee. This is when you need to check whether you should be registered. A couple of recent cases have come to light in Suffolk, and it’s better to be sure you’re working within the law. If you organise paid care for people in their own homes, but are not registered with CSCI, then you almost certainly should be registered or you could be committing a criminal offence.

CSCI, the Commission for Social Care Inspection is the national organisation that registers and inspects home care agencies as well as care homes. The reason that agencies employing people to provide care in people’s own homes must register, is so that CSCI can check that the manager and the firm are suitable people, without relevant criminal records, and that the care is of good standard. CSCI’s website is [www.csci.org.uk](http://www.csci.org.uk) and there is guidance on registering at [www.csci.org.uk/professional/Docs/policy\\_and\\_guidance\\_registration.doc](http://www.csci.org.uk/professional/Docs/policy_and_guidance_registration.doc)

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## **Go-live date announced for the Independent Safeguarding Authority**

<http://press.homeoffice.gov.uk/press-releases/independent-authority-go-live>

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Changes to checks for those working with children and vulnerable adults will start from October 2009. The fees structure for the scheme has also been set.

The creation of the Independent Safeguarding Authority (ISA) is part of the biggest overhaul of vetting and barring arrangements ever undertaken in this country. It will cover 11.3 million people wishing to seek work or volunteer with children or vulnerable adults.

The ISA scheme will mean a single vetting authority maintains a constantly updated list of people who are not allowed to work with children or vulnerable adults – this will incorporate all existing barring lists.

If a person is not barred from employment with vulnerable people they will be ISA registered, although it will remain the employer's decision whether to hire them. The authority will work alongside the Criminal Records Bureau, which will continue to issue criminal records disclosures to help employers make recruitment decisions.

Home Office Minister Meg Hillier said: 'The Independent Safeguarding Authority is at the heart of the Government's drive to increase the protection of vulnerable members of our society.'

'The mandatory scheme aims to prevent those who are deemed unsuitable to work with children and/or vulnerable adults from gaining access to them through their work.'

'From October 2009 employers will be able to check that individual staff members have been assessed for work with vulnerable groups, further enhancing one of the most robust employment checking systems in the world.'

The ISA is an independent body with its own remit and barring criteria which will decide on a case-by-case basis if an individual poses a risk of harm to vulnerable groups.

Individuals wishing to undertake paid employment while engaging with vulnerable groups will pay a one-off fee of £64. The fee will consist of two components: an ISA registration fee of £28 and a CRB enhanced disclosure, currently £36, which provides employers with details of information held on police records about potential staff members.

However, there will be no cost for volunteers.

Sir Roger Singleton, ISA Chairman said: 'The Independent Safeguarding Authority will provide a groundbreaking vetting and barring service to prevent those deemed unsuitable from working with children or vulnerable adults from October 2009.'

'The go-live date has been reached after consultation with key strategic partners to make sure that it is not only operationally feasible, but that it also gives employers enough time to fully prepare for the introduction of the scheme.'

'This is a complex scheme which will cover 11.3 million people within a wide variety of workplaces. Starting in 2009 will allow us to ensure an improved level of safeguarding as well the development of better information sharing systems.'

#### **Notes:**

1. The ISA was established in January 2008 after being created by the Safeguarding Vulnerable Groups Act 2006. The scheme is one of 31 recommendations in the Bichard report.

2. The overriding aim of the ISA will be to help avoid harm, or risk of harm, to children and vulnerable adults. It will aim to do this by preventing those who are deemed unsuitable to work with children and/or vulnerable adults from gaining access to them through their work.

It will do this by:

working in partnership with the Criminal Records Bureau (CRB), which will gather information on a person who will or wishes to work in regulated or controlled activity with vulnerable groups;

using this information to decide on a case-by-case basis if an individual poses a risk of harm to vulnerable groups; and

securely storing information about people's ISA status for employers and voluntary organisations to use when they are recruiting.

3. The scheme will be largely self-financing. Individual applicants wishing to seek work with vulnerable groups engaging in regulated or controlled activities will have to pay a fee of £64. The fee will consist of two components – a CRB enhanced disclosure which currently costs £36 and the cost of an ISA registration which will be £28.

Volunteers will not have to pay a registration fee.

4. The ISA is a Non-Departmental Public Body. It will be based in Darlington and it will consist of a small Board of public appointees and up to 300 ISA employees. The employees will be highly skilled and trained to make barring decisions.

For further information, and updates, visit the ISA website; <http://www.isa.gov.org.uk/>

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## **Domestic abuse – every-one's problem**

**Shirley Osborne, Domestic Abuse Partnership and Training Manager**  
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**by Shirley Osborne**

*Did you know 66% of referrals to Adult Safeguarding are termed as domestic abuse?*

As you will be aware domestic abuse is a complex personal and social issue and equally a complex legal issue. It is accepted that no one agency can work in isolation to meet the needs of those suffering at the

hands of an abuser and because domestic abuse happens between people who have had, wanted to have, or are in a close, intimate, family or other type of relationship irrespective of the length of that relationship, that generally one or more of the following will apply:

- *Victims are emotionally involved with the abuser*
- *Victims are sometimes financially dependent*
- *Victims may live, or may have lived with the abuser*
- *There are rarely other witnesses*
- *Abusers exercise power and control over the victim*
- *There is a significant risk of repeat assaults which are likely to increase in severity*

This may sound all too familiar for people working in a range of adult services as well as those providing services for children and young people. In Suffolk, working in partnership, we have made a commitment to take action and devise systems within agencies to support and protect those who are abused. Increasingly steps are being taken to hold perpetrators of domestic abuse accountable, legally where possible, and at the very least not to blame victims for a situation they have a diminishing ability to control. An abuser will use whatever strategies are necessary to control the victim whatever their relationship. These tactics can include, threats, coercion, physical violence, threats to children, other relatives, friends and pets, limiting independence, devaluing and undermining the victim's feelings, opinions and thoughts; these tactics dismantle a victim emotionally piece by piece. This can take place over weeks, months or years, not surprisingly victims feel worthless, dependent and mostly fearful.

The emotional effect and psychological harm to the victim, particularly children and young people is better understood and in recognition Suffolk Safeguarding Board recently introduced new domestic abuse guidance; it is however more difficult for adult victims suffering emotional abuse without dependent children to know where to turn for help. Although threats, other forms of intimidation and harassment are recognised by the police and other agencies, many of our strategies for intervention focus on physical violence, leaving the relationship as the primary safety strategy and removing the abuser. We encourage victims to make safety plans, a complex process for the victim of evaluation and balancing the risks from the abuser and those imposed by life circumstances. Despite best intentions often a victim's own survival strategies are disregarded and a victim's desire to stay with the abuser misunderstood; staying with someone is not the same as accepting abuse.

The issue of domestic abuse and the complexities it raises is a challenge for all of us

*National research indicates*

- ***Domestic abuse will affect 1 in 4 women in their adult lives and 1 in 6 men***

- **Only 35% of incidents are reported to the police**
- **Domestic abuse can happen to any-one at any age**
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In Suffolk

- **Suffolk Constabulary recorded 5459 incidents of domestic abuse from April 2007 – March 2008**
- **Domestic abuse accounts for over 25% of all violent crime**
- **The repeat incident rate is three times that of other crimes**
- **Children were ordinary resident at over 45% of all incidents reported to the police**
- **Over 50% of referrals to Children & Young People's Services involve domestic abuse**
- **66% of referrals to Adult Safeguarding are categorised Domestic Abuse**

**For more information contact: Shirley Osborne Domestic Abuse Partnership and Training Manager**

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For training information visit the web site and follow the links to Domestic Violence & Abuse Training and Development

<http://www.suffolk.gov.uk/PolicingAndPublicSafety/VictimSupport/CommunitySafetyUnit.htm>

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## **RECRUITMENT OR MANAGEMENT OF STAFF OR VOLUNTEERS WHO WORK WITH VULNERABLE ADULTS ?**

### **DID YOU KNOW THAT:**

- All your recruitment literature should carry a safeguarding statement?
- The questions you ask at interview can have a big impact on your ability to recruit staff who will be safe?
- .CRB checks cannot be carried between organisations.
- New staff should learn about safeguarding as part of their induction?

**YOU NEED TO KNOW ABOUT THE KEY SAFEGUARDING EMPLOYMENT STANDARDS!**

These standards demonstrate that everyone we employ to work with children, young people and vulnerable adults has been thoroughly checked and is carefully managed. They can help protect your service users and make you a safer manager.

**For further information about the Key Safeguarding Employment Standards check out the Suffolk Safeguarding Children Board website [www.onesuffolk/scb](http://www.onesuffolk/scb) or for Vulnerable Adults [www.suffolkas.org](http://www.suffolkas.org)**

**Training information for safer recruitment can be found on the Adult Safeguarding website, <http://www.suffolkas.org/page.php?48>**

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## 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:  
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