

Suffolk Adult Safeguarding Newsletter.

Edition 6. April 2009



Welcome to this edition of the Suffolk Adult Safeguarding newsletter and thank you to all who have contributed to this edition.

Contents;

1. Safeguarding adults: Next steps for community services of Great Yarmouth & Waveney PC, by Walter Lloyd-Smith Great Yarmouth and Waveney PCT
2. Booklets in different languages and formats, by Wendy Garrard, Adult Safeguarding Administration Manager. ACS
3. Suffolk Hate Crime Partnership, by Clare Hammerton
4. Case study, by Seb Smith Adult Safeguarding Manager. ACS
5. A profile of Dan Gaul, Head of Shelter and Safety, ACS. By Dan Gaul
6. Developing a performance framework, by Seb Smith, Adult Safeguarding Manager, northern area.
7. Customer First, New Free phone contact number
8. Suffolk dignity in Care Awards , by Dan Gaul, ACS
9. News release; Suffolk gives a voice to those reporting abuse.
10. New item, Older and disabled people at greater risk because of recession

Articles and comments for this quarterly newsletter are always welcomed and any submissions should be sent to wendy.garrard@acs.suffolkcc.gov.uk

Safeguarding adults: next steps for community services of Great Yarmouth & Waveney PCT

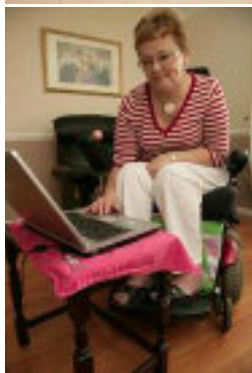


Great Yarmouth and Waveney

Great Yarmouth and Waveney Community Services

Following a presentation on the Mental Capacity Act at a recent meeting of senior managers of Community Services, the discussion turned to the overlapping areas between the MCA and Safeguarding Adults. Debate centred on possible areas of overlap and how Community Services staff could be more readily engaged in highlighting and acting on adult safeguarding concerns. Community Services staff can also offer important support when a

coordinated response across agencies is required. Considering issues of capacity may highlight the vulnerability of an adult, and vice versa, so staff need to feel confident in both these areas of work. While sections of staff had received adult safeguarding training, the meeting acknowledged that the organisation needed to refocus attention on this as a mechanism to meet both these area of responsibilities.



Safeguarding adults: next steps for community services of Great Yarmouth & Waveney PCT Continued

In addition, catch-up work is needed to roll out both awareness training on the MCA and to embed this into practice. GY&W Community Services are in a position of considerable strength, with over 650 community staff making 8 – 16 visits each day to provide services to people in the community, some of whom will be vulnerable. This is a substantial network and greater use could and should be made of it. It would be fair to say that GY&W PCT Community Services' work in adult safeguarding has not been as proactive as it could be and we are behind other bodies on this issue, but there is an absolute determination to catch up this lost ground.

Given GY&W PCT's geographical position in providing community health services across the county boundary, the strategic work needs to pay attention to work in Suffolk and Norfolk. But the organisation has the added advantage in being able to quickly import good practice from one area into another - for example, from the Norfolk MCA team advisor in the team. This network could be used to boost adult safeguarding work.

To this end a number of specific tasks are now receiving active consideration, including:

- Establishing a Safeguarding

Lead to lead this work

- Ensuring every clinical team has an up-to-date Safeguarding Adults policy and that this is accessible and understandable to all staff
- A training audit to record the extent of staff training and where the gaps are
- Strengthening the system of monitoring the number of safeguarding cases PCT staff have contact with at any one time across the district
- Providing each member of staff with materials on safeguarding and the MCA
- Building active links with experienced colleagues in both Suffolk and Norfolk

While this work presents a significant challenge, the PCT's extensive existing network of staff in the community and the potential to transfer good practice quickly throughout the geographical area put the Trust in a strong position moving forward.

Walter Lloyd-Smith

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Adult Safeguarding booklets, new languages and formats by Wendy Garrard

The Adult Safeguarding team are pleased to announce that the booklet and poster, "Adults are abused too" is now available in the following languages; English, Portuguese, Hindi, Polish, Gujarati, Chinese, and Bengali. Additionally the booklet is now available as an Audio file. The booklet and poster in English has also been reproduced as a large print version. Also available is our easy read booklet;

"Say NO to abuse". Work is ongoing to produce "Say NO to Abuse" in an animated format which we plan to launch later this year.

All of these can be downloaded from the publications page of the Adult Safeguarding website; www.suffolkas.org and hard copies can be obtained from wendy.garrard@acs.suffolkcc.gov.uk





Suffolk Hate Crime partnership by Clare Hammerton

Suffolk Hate Crime Partnership



Suffolk County Council is developing a new service that will support people who are called names, laughed at, bullied, harassed, hit, or have their property stolen or damaged because of race, faith, disability, gender, age, or sexual orientation. These actions are called 'Hate Incidents' or 'Hate Crimes'.

This new service will begin in July 2009 and has been called the 'Suffolk Hate Crime Partnership'

Between March and June 2009, Suffolk County Council are asking people their views on the development of this service to ensure that it meets peoples needs and is easy to use.

If you would like to ensure that your views or the views of your family, friends, or people that you work with are taken into account, please contact Clare on 01473 260155 or email clare.hammerton@csu.suffolkcc.gov.uk.

Questionnaires can be answered via email, by telephone, or through a meeting, and are available in languages other than English (upon request). Questionnaires can be downloaded from <http://www.suffolk.gov.uk/PolicingAndPublicSafety/CommunitySafety/RacialHarassmentInitiative>



Safeguarding Success!!!

A case study by Seb Smith, Adult Safeguarding Manager, Northern Area



Jayne is a young woman from Bury St Edmunds with severe learning disabilities living in the care of her parents. She was found to be living in conditions of acute neglect and had been denied access to proper medication. Her parents had also failed to ensure that specialist equipment designed to alleviate the symptoms of her additional physical disability was provided for her.

marks upon her body, and due to a failure to treat open wounds on her feet was at risk of amputation of the infected toes.

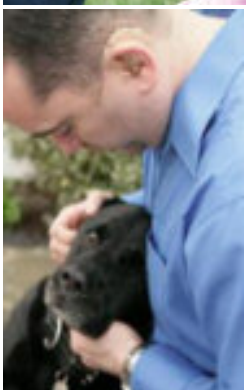
A police investigation was launched leading to the arrest of Jayne's parents on a charge of criminal neglect.

An immediate decision was taken to provide this young woman with alternative accommodation to prevent further harm coming to her. This decision was later ratified through a best interest's

assessment and an IMCA report.

Jayne is now living in a brand new residential home and is displaying every sign of being contented and happy, and is clearly reaching her potential for possibly the first time in her life. She has supervised contact with her family, and is developing outside interest and friendships.

seb.smith@socserv.suffolkcc.gov.uk



The young woman was found with a large number of cuts and bite

**A profile of Dan Gaul,
by Dan Gaul, Head of Shelter and Safety. ACS**

Dan has worked for the county council for over 20 years and has had a variety of roles both within social services and adult care and also at the corporate centre. He was appointed Head of Shelter and Safety in May last year following 2 years away from social care in resource management. He has been very pleased with the welcome received by all those involved in adult safeguarding which has made the transition so much easier. Dan has brought new networks and opportunities to widen the understanding of safeguarding issues. "I hope I have brought safeguarding closer to the centre of the department and want to progress this further in the future. I want to ensure that the importance of adult safeguarding issues are understood by all working in adult care and ensure all colleagues and partners are fully signed up to the principles and operational practice to keep vulnerable adults in Suffolk safe.

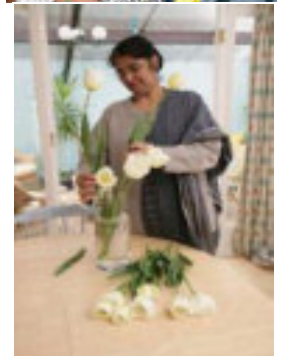
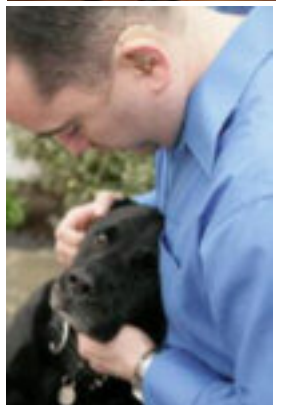
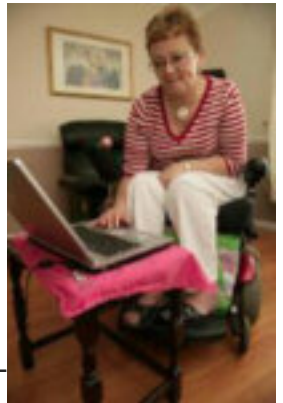
The role of Head of Shelter and Safety also covers Suffolk County Council's in house residential homes and day services for older people and the independence at home service. All these areas are key for safeguarding and offer a wider operational perspective for the implementation of safeguarding policies and procedures. Dan considers the breadth of the role a challenge but the various strands allows different approaches and opinions to be included in the key decision making processes.

Dan joined the safeguarding team just as the service was preparing the CQC, ex CSCI , inspection. This is a very stringent process which required focused preparation " I am immensely impressed with the commitment and expertise within the adult safeguarding team and the valuable work that colleagues across the county council and other organisations undertake on a daily basis to safeguard adults in Suffolk. Whatever the results I am grateful for the safeguarding team's hard work and development of systems over the last seven years. What we now need to do is to bring safeguarding to the forefront of everyone's mind and to demonstrate our high levels of performance through improved systems and recording quality, both within the county council and other organisations represented on the safeguarding board."

Dan believes the new investment in safeguarding is critical to making a difference to safeguarding in the future. The new resources and training will offer the opportunity to support external organisations to improve their systems and communication strategies. "Adult safeguarding is a whole partnership approach not just ACS within the county council. There are many examples of good practice but we want all adult safeguarding board partners to be able to easily confirm their commitment to the principles and policies of the board,

Dan is known as a fervent Liverpool FC supporter, always a good conversation topic at this time of year. Anyone wishing to attend a variety of music concerts at dodgy venues around the county or further afield can join the JR taxi service to a fine night out. He is also known for tackling the wilderness at Barham and trying to contain his garden and produce from the local wildlife population who have been used to having first option on all vegetation in the area.

Never Walk Alone. Dan.Gaul@socserv.suffolkcc.gov.uk





Developing a performance framework, by Seb Smith, Adult Safeguarding Manager, northern area.

During the last 12 months much has been done to provide a framework that not only allows for improved performance within the safeguarding arena, but also allows us to measure progress against past performance. A key component of this process is an audit of 15 cases is undertaken by the care Quality and Monitoring team at the beginning of each month, and this maps the passage of each referral to the point of closure.

care, and adult safeguarding is no exception. A new recording tool, CF6, will be introduced this summer that will enable us to better capture the outcomes of safeguarding interventions, and so better connect the data we collect with what people are telling us they consider to be a successful conclusion to the process.



We are also able to generate reports that give us an insight into key areas of safeguarding and we are able to link these directly to improved customer experience. These reports are drawn from data held on the Compass database, and as such rely upon the quality of information that is recorded in the first place.

This is very much in line with current thinking within the world of safeguarding, and within the Department of Health, where it is recognised that measurements of performance in the future will have to be driven from the bottom up rather than be imposed from above by central government of local authorities.



There is an ongoing challenge to improve the quality and consistency of recording across all areas of social

Please use the adult safeguarding website to keep up to date with the latest developments in this arena, and also to discover when the new CF6 system will be up and running.
Seb.Smith@socserv.suffolkcc.gov.uk

Customer First, new free phone telephone number



Customer First, the first point of contact for all social-care related services in Suffolk - is introducing a new freephone telephone number, 0808 800 4005, which means customers can call us free of charge on all landlines and most mobile phones.

This service is free for people who have their mobile phone contract with T Mobile, O2 and Vodaphone. Three other major networks - Virgin, Orange and 3 - will follow over the coming weeks.



Customer First is one of the first council services in the country to offer free calls to landlines and mobiles, which is the result of our admission to the Telephone Helplines Association: a charity organisation supporting non-profit helplines.

The old number - 08456 023023 - remains in operation for the time being and current charges will apply

Suffolk Dignity in Care Award winners by Dan Gaul, Head of Shelter and Safety

Adult and Communities Service are pleased to announce their first Dignity in Care award winners. The awards were promoted to support the national dignity in care awards and highlight best practice in the county. The standard of entries confirmed the high level of care practiced by staff in Suffolk and the department congratulates all those that were nominated.

Overall Winner Lorraine Oswick. Community Inclusion Facilitator for learning disabilities in Stowmarket. Lorraine demonstrated exceptional care to one specific customer as an example of her overall level of commitment and support to seek out the person behind their complex communication needs and enable them to express their choices, needs and wishes.

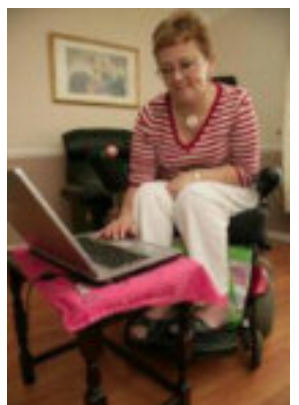
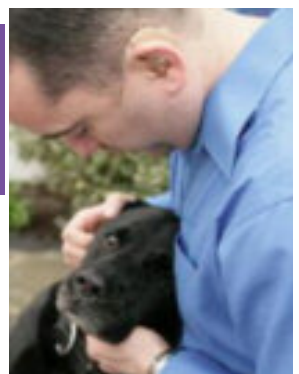
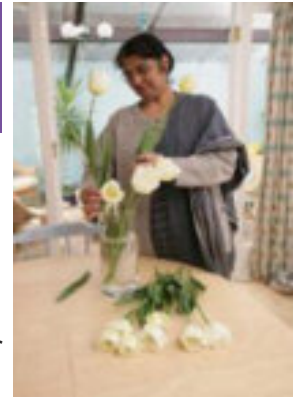
Joint Runners Up Andrea Bultitude, Marion O'Callaghan Hawthorn Drive Older People Residential Home. Marion has been a committed member of the team for approximately fourteen years; the team have never seen her deliver anything other than

exceptional care. Marion demonstrates her values throughout her practice and has the ability to deal with situations in an appropriate manner. She remains calm, positive and always demonstrates her respect for others.

Andrea is committed to delivering exceptional care, she is able to recognise the individual needs of the residents and she is able to advocate on behalf of those she cares for. Andrea has a good working knowledge of caring for people with a diagnosis of dementia and applies this knowledge and her values within her role. Andrea is dedicated in developing the night needs of individuals living within the home, ensuring a 24 hour service is delivered.

The awards will be presented at the Adult Safeguarding conference on October 23rd. The conference will also launch 2010's award so get thinking of your nominations now.

Dan Gaul Head of Shelter and Safety



News release, 10th March 2009.

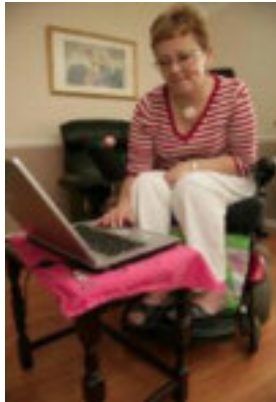
Adults are abused too, Suffolk Gives a voice to those reporting abuse.

Not many people think of grown adults as needing help or protection but in many cases they are as vulnerable to abuse as children, and crucially, it can be just as difficult for them to have their voice heard.

Whether it is older people with dementia, any adult with sensory, mobility or learning difficul-

ties, or people who are socially isolated, they can all be equally vulnerable. Adult Safeguarding Services in Suffolk have put in place this week a whole raft of help and support for people wanting to report suspected cases of abuse and to find out more about how to report any abusive practice or behaviour. The new form can be found

on their website along with Suffolk's new adult safeguarding policy and operational guidance for whenever there is a concern or allegation that abuse has occurred. The website at www.suffolkas.org also contains information booklets about how to spot abuse and advice on who to tell.



Bill Nicol, Head of Suffolk's Adult Safeguarding Services said: "Abuse of vulnerable adults is something we don't like to think happens, but it does. When it does, it can tear families apart and compound feelings of isolation, fear and guilt in vulnerable people. This is often complicated when confusion or memory loss are a factor too. If you are a family member, neighbour or friend and you have concerns about someone you know then it is important that you can get up to date, helpful and comprehensive information in one place. This will help put your mind at rest and shape what steps to take next. The new forms, help and website are there for everyone who suspects abuse of a vulnerable person and doesn't know where to go for help and advice. Abuse thrives on secrecy. It's therefore important that we listen to what vulnerable people have to say and take immediate steps to protect them from further harm. "

Suffolk County Council's Portfolio holder for adult and community services, Councillor Graham Newman added:

"The reality is that many of our experienced adult

care staff, particularly carers, will be the most likely to encounter the signs of suspected abuse. However all Suffolk County Council staff have a responsibility and a duty to report concerns they have. I am pleased that we have combined this new electronic reporting with increased training and information for staff. "

He continued:

"You only have to imagine what your own feelings would be, and the devastating knock-on effects, if abuse was to affect someone close to you. Remember, secrecy and 'turning a blind eye' is the ally of abuse. We all have a responsibility to voice concerns if we have them. Only then can we take action to tackle it. "

What to do if you suspect abuse of a vulnerable person:

Your first priority is to take any urgent action appropriate to protect the vulnerable adult from any immediate risk or danger; this includes calling the Police or Ambulance if necessary. Remember you are not alone there are professional specialists who can provide help and support through the

process. Check the Adult Safeguarding website www.suffolkas.org where you will also find an electronic referral form as well as more information. You should act in accordance with the vulnerable person's wishes where possible but DO NOT agree to keep your concerns a secret. Call Customer First on 08456 023023

ENDS

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Bryony Rudkin, Labour lead for adult care and community services, Tel: 01473 251212, Mobile: 07752 870697, Email: bryony.rudkin@councillors.suffolkcc.gov.uk
Inga Lockington, Liberal Democrat and Independent Group spokesperson for adults and communities, Tel:

News item

Older and disabled people at greater risk because of the recession

Older and disabled people are at greater risk of abuse because of the recession, directors of social services are warning after a survey published this month indicated a marked increase in suspected incidents. One in five councils reported a rise in cases being referred.

John Dixon, ADASS president said:

“These figures are further signs of the human cost associated with economic downturns. We must all be doubly alert to the danger of adult abuse, given that a fifth of the directors in our survey reported increases of safeguarding referrals to their departments”.

