

# NW ADASS Safeguarding Conference Report

Directors of  
**adass**  
adult social services  
North West

## January 2018

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On 12<sup>th</sup> October 2017 NW ADASS held a conference focusing on Making Safeguarding Personal (MSP).

The aim of the conference was to bring together practitioners, partners and experts by experience to understand how MSP is being implemented and what can be improved.

We particularly wanted to explore use of theatre as a training tool, and asked the training company AftaThought to lead the first half of the day.

This report presents the presentations from our conference and a collection of guidance, good practice and case studies.

If you would like additional information about the examples discussed, please contact the Programme Office at [andrewnwadass@nwemployers.org.uk](mailto:andrewnwadass@nwemployers.org.uk) or by phone on 07392 197575.

## Background

NW Safeguarding Leads meet regularly to share information and explore collaboration in our region. Following the Care Act the group felt that it would be useful to explore Making Safeguarding Personal and to better understand what is really happening from a practitioner perspective. NW Directors agreed to support an event and asked the Programme Office to work with Safeguarding Leads.

The NW ADASS Programme Office agreed to produce a summary presenting the resources been shared during the event.

## Presentations

- Graham Hodgkinson, Director for Adult Services, Wirral Council and NW ADASS Strategic Lead for Safeguarding: <https://nwemployers.org.uk/wp-content/uploads/2016/06/Graham-Hodkinson-Opening-Slides.pdf>
- Shirley Williams, Chair of Safeguarding Adults Board/Chair and Author of SARs/Chair of Mental Health Charity: <https://nwemployers.org.uk/wp-content/uploads/2016/06/Making-Safeguarding-Personal-in-North-West-12.10.17.pdf>
- Jane Lawson, LGA <https://nwemployers.org.uk/wp-content/uploads/2016/06/MSP-NW-conference-Oct-12-Jane-Lawson-Final-version.pdf>

## Financial Scamming

Unfortunately, our speaker was unwell and unable to attend, and we are looking at arranging a follow up in 2018.

The National Centre for Post Qualifying Social Work and Professional Practice at Bournemouth University have been working with key national organisations in the UK to develop a better understanding of financial scamming.  
<http://www.ncpqsw.com/publications/financial-scamming/>

We found this presentation particularly useful:

<https://www.local.gov.uk/sites/default/files/documents/WF30.%20Safeguarding%20and%20financial%20scamming%20-%20Professor%20Keith%20Brown.pdf>

A financial scamming booklet can be found at:

<http://www.ncpqsw.com/publications/financial-scamming/>

A range of blogs can be found at: <http://www.ncpqsw.com/financial-scamming/financial-scamming-blogs/>

Resources focusing upon Tackling Modern Slavery in Supply Chains at <http://stronger2gether.org/> You will need to register which we recommend in order to access a powerful video.

# Safeguarding Resources

## LGA Resources

Colleagues and friends attending the conference will recall the LGA resources discussed by Jane Lawson.

The LGA have published suite of resources intended to support Safeguarding Adults Boards (SABs) and partners in developing and promoting Making Safeguarding Personal (MSP).

- support for Boards across the Safeguarding Adults Partnership
- what might 'good' look like for health and social care commissioners and providers?
- what might 'good' look like for the police?
- what might 'good' look like for advocacy?
- what might 'good' look like for those working in the Housing Sector?
- supporting involvement of service users

These resources include:

- an introduction and a summary offering core information on essential steps for developing MSP
- for sector specific resources, a further short section sets out the context for MSP for that sector, including reference to relevant excerpts of the statutory guidance, as well as highlighting links from MSP to the sector's own guidance; regulatory framework; responsibilities
- more detailed advice and examples on developing the essential steps for MSP, along with appendices which offer further support for those with responsibilities to engage with the detail in taking forward aspects of the resources in strategy and practice.

These can all be accessed at: <https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal/resources>

## SCIE training, consultancy and free resources

SCIE host a range of resources, including guidance, reviews and audits at <https://www.scie.org.uk/adults/safeguarding/>

## NW examples of good practice

- Salford Royal Foundation Trust's Adult Safeguarding Document <https://nwemployers.org.uk/wp-content/uploads/2018/01/ASGDoc-with-hints.pdf>
- Salford Provider Inquiry Report <https://nwemployers.org.uk/wp-content/uploads/2018/01/Provider-Enquiry-Report-002.pdf>
- A presentation from Cheshire Constabulary given at a recent Safeguarding conference in Cheshire East <https://nwemployers.org.uk/wp-content/uploads/2018/01/DS-Clare-Ellis-3.pdf>

## Case Study 1

*A young man with capacity who did not want to travel abroad*

A PVP was received regarding an 18 year old male who has a profound physical disability which means he cannot communicate verbally and uses eye gaze technology. There were no concerns around his mental capacity and he was able to make his own decisions.

X's mother intended to take him and his younger brother to Trinidad and Tobago but he advised he did not want to go. X stated the flight was too long, he would be uncomfortable and it would be too hot for him once there.

The SGA Social Worker and allocated Adults Social Worker visited him at College. When asked if he wanted to go on holiday with his mother he gave a clear answer that he did not want to go. His mother was informed that he did not want to go on holiday and as he is 18 years old and an adult his decision was to be respected. However, his mother insisted that she was still taking him.

Further discussions were held with the Police and the agreed action was to visit the family home to discuss how best to safeguard him. Police (PPU) and SGA went to the home and asked him directly if he wanted the Police to look after his passport and he clearly indicated yes. His father assisted the Police with the passport which was handed back when the mother went on holiday with her younger son.

Throughout this process the aim was making safeguarding personal and the stated outcome by X was achieved.

## Case Study 2

*A person who felt they had been a victim of abuse by their carer*

Z is a 48 year old gentleman with a diagnosis of LD. It was alleged he had been the victim of psychological abuse by his male Shared Lives carer. AL requires support with some aspects of daily living, although he is able to carry out many tasks without support. He has two jobs, one of which is to work in a community location, completing tasks such as cleaning & gardening.

Volunteers reported that his carer came to his place of work and when he saw AL in the wrong location he shouted at him. AL was upset by this and refused to return to the home and has since been found alternative accommodation.

AL was involved in the safeguarding process from the outset. He was visited by the Safeguarding Social Worker a few days after the incident to listen to his account of events, to establish how he was feeling and to explain the SGA process.

His desired outcome was clear, he did not want to go back to the placement and he wanted his carer to be told off.

The Social Worker offered to discuss what had happened with his NOK but he declined this. He agreed that the senior on shift where he was staying could be told what had happened so that he could be offered reassurance if he became upset.

A Safeguarding investigation was carried out and a case conference convened. Z was visited again to explain how the case had been investigated and to be invited to the conference. Initially Z was unsure whether he wished to attend. He was advised he was welcome to bring someone, such as a family member to support him. As Z was undecided about whether he would attend it was suggested that he write a few points down so that the Social Worker could tell everyone what he thought and this was included in the case conference report.

Z decided to attend and by the end of the conference he felt that he had been given the opportunity to participate and express his feelings. Z was visited the following day to see how he felt and he stated he was pleased that he had been listened to and that everyone agreed that his carer shouldn't have raised his voice. Z was reassured that he wouldn't have to return to the Shared Lives placement and was excited about moving into supported accommodation.

## Case Study3

### *A safeguarding review involving a family following a fall and subsequent bereavement*

A concern was raised by ward staff at the hospital regarding a fall that had occurred in a nursing home. The service user S was 101 years old and had been left unattended in her wheelchair and sustained significant injuries as a result of the fall. Sadly, the lady died a week later.

Once confirmation was received from the police that they would not be taking any further action from a criminal perspective the Safeguarding investigation commenced.

Working closely with the Safeguarding Lead at the hospital who knew family and had been involved during her stay with them, we spoke at length with family about their concerns, frustrations and their opinion regarding the level of care provided within the home. The family were devastated by their loss and regularly contacted the Safeguarding Social Worker to discuss their feelings. They were kept updated about the progress of the case at all times.

Staff members who were present at the incident were interviewed by the Safeguarding Team and all documentation regarding S was collected from the home. The investigation highlighted that although the staff were not malicious in their neglect, the home failed to follow their own risk assessments which clearly stated S should not be left unattended in her wheelchair due to the high risk of falling.

It was concluded at case conference which included CQC, Health & Contracts colleagues, that the allegation of neglect/acts of omission was substantiated. This investigation highlighted failings by the home and as a result SGA and Contracts have been tasked with developing an action plan which the home will be expected to follow.

The service user's family were involved throughout the process and although they didn't feel they could attend conference, the Safeguarding Social Worker liaised with them regularly and met with them the week prior to conference, during which the contents of the report were discussed and feedback given after the conference. Owing to the fact that family are still struggling to come to terms with their loss, Safeguarding have suggested areas of further help for them such as counselling.

## Case Study 4

*A person who reported that their family were withholding money and had physically abused him*

X is a service user with a learning disability. The pop-in centre raised concerns about X's living arrangements. He lived with his aunt, uncle and cousins. He told a friend that they didn't give him his money and his nephews hit him.

The Manager was concerned X would need to move out because of these allegations but it was explained the social worker would need to speak to X to see what he wanted to do.

Due to the nature of the allegations the Police attended his home over the weekend. They spoke to X in private and then to his family. It was made clear that the police expected him to receive all his money and they didn't want to hear about his nephews hitting him again. The police advised family they would be keeping an eye on them.

X is a student at college and as he doesn't have a mobile the SGA Social Worker liaised with the Safeguarding team at college. The Social Worker met with X and a member of the college team and discussed the situation.

X advised that since the police had visited things had improved. It appeared his aunt had not been aware of the issues with his nephews. In addition, they were currently supporting him to get his own bank account. X advised he wanted to continue living with the family.

It was made clear that if X had any further concerns or issues he knows how to contact both safeguarding teams. X was fully involved throughout the investigation and he was given the opportunity to make decisions about what he wanted to happen going forward.

## Feedback

Our feedback for this event was extremely positive – thank you for all the kind words of which we would like to share a few:

On the AftaThought session:

- Enjoyed very much. An interactive way of learning.
- Really brought MSP alive and made me think about it from a real person-centred perspective.
- As a new manager in Adults with little experience of working in Adult Services I found the scenarios enlightening and thought provoking in terms of the culture we need to embed in our local authority.
- An excellent way of demonstrating MSP.
- Very interactive and inclusive. Great!
- Excellent, powerful, should be used more frequently.

On Jane Lawson's overview:

- Really useful and helpful with lots of information re. ideas and support for promoting MSP within our organisation and also for partner organisations.
- Some very good resources and ideas for supervision and auditing safeguarding enquiries.
- Excellent and heart-warming example relating to the father.
- The person with dementia is always there – just have to find them.
- How do we translate this opportunity for reflective challenge and skill development with the limited resources we have into local development on a more frequent basis?
- MSP is more complex than being person-centred – important to balance risk/choice to promote wellbeing.

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