

## Safeguarding Adults Board Business Plan 2014-16

	Objectives		Performance Outcome	Lead	Time scales	Action/s	Progress
1	Improve the standards of care to support the dignity and quality of life of vulnerable people in receipt of health and social care, including effective management of pressure ulcers	1.1	To establish a 'base-line' of avoidable incidents of pressure ulcers	BJ	June 14	Analysis of Pressure Ulcer Report presented to the SAB in March 2014 in order to understand the current demographics and prevalence of pressure ulcers within The London Borough of Barnet.	Complete
				KB/JP	June 14	Data collected by CLCH of Grade II, III and IV pressure ulcers and where they developed to be forward to CCG for analysis.	Complete
				JP	June 14	Analysis of co-morbidities' data collected.	Complete
				JP	Dec 14	Review in relation to CCG risk stratification tool to identify vulnerable patients as part of the integrated care initiative at the CCG.	
				JP	Dec 14	Investigate methods used in other CCGs and joint working to undertake this.	
		1.2	Improve safety and quality of life by improving pressure ulcer prevention and management across health and social care providers	JP	Oct 14	Implement agreed protocols across all providers.	
				All Health	Jan 15	The Board should receive assurance that all Health Trust are following the 'Stop the pressure' steps guidance.	
				Training Group	Jan 15	Consider how training can be made available to residential care homes.	
		1.3	Where avoidable pressure ulcers are identified as a	JP	Dec 14	Develop a shared investigation protocol which includes clinical expertise and implement.	

			possible sign of neglect, these are investigated and protection plans are implemented				
		1.4	The board is assured in regards to dignity safety and safeguarding, in the NHS, and that the implications arising from the Francis and Saville Reports etc. are being appropriately addressed.	All Health	April 15	The Health Providers should report to the board in relation to staffing and how they are addressing complaints and whistleblowing incidents.	
				All Health	Jan 15	The Board should be assured by each Health Provider organisation in relation to training awareness and good practice guidance for staff in relation to pressure ulcers and other common issues related to neglect e.g. dehydration.	
				VS	Jan 15	Health providers to provide assurance to the Safeguarding Adults User Forum on this objective.	
				All Health	April 15	Explore how the Safeguarding Adults Board can get assurance from the Quality & Risk Committee about the performance of Health providers.	
				All Board	April 15	Board members to engage with the CCG and participate in Ward walks.	

		1.5	Improve the communication between hospitals and care homes to ensure the needs of vulnerable patients are identified and met.	IQICH	Jan 15	Set up a short term working group of Barnet Safeguarding Board Members to establish a "message in a bottle" or Patient Passport' making use of evidence from existing sites e.g. Leicestershire.	
2	Improve access to justice for vulnerable adults	2.1	Ensure adults at risk know how to report a crime and have confidence that they can access the criminal justice system.	All board members  Police  All Board Members  Police	April 15  April 15  April 15  April 15	The board should receive assurance from all partner organisations that individuals in their care can access information and advice on reporting a crime.  Police to review operation of third party reporting sites and provide support to those require assistance.  The board should receive assurance from all partner organisations that all workers across the partnership are empowered to access the criminal justice system, ensuring referrals are timely and forensic evidence preserved.  Explore the potential to develop a response protocol, including the use of restorative justice mechanisms as an alternative to court proceedings.	
		2.2	Agree an approach for the use of IT systems (CCTV) as a	CM	July 14	A discussion paper to be presented to the Safeguarding Adults Board on 30 <sup>st</sup> July to elicit views, and determine direction and	Complete

			prevention measure to increase standards of wellbeing and quality provision of care as a pilot project in care homes with liaison with CQC.			future actions.	
		2.3	Audit of Merlin alerts to ensure there is an effective information sharing and response through the safeguarding system.	Police, CMT, SS	Oct 14	Report to Safeguarding Adults Board in October 2014.	
		2.4	Measure any increase in reporting and repeat referrals with detection rates and positive outcomes where there are no criminal charges made.	Police	July 14	The police to report to the safeguarding board the number of reports, repeat referrals, investigations and prosecutions of rogue trading, disability hate crime and distraction burglary and section 44 offences involving 'vulnerable adults'.	Complete
				Police	April 15	Police to provide assurance to multi-agency workforce development in this area.	
				Training Group	April 15	To review safeguarding investigations training to ensure that this is multi agency and addresses the needs of the adult at risk through a multi-agency approach. I.e. ABE training and access to intermediaries.	
				KV	Jan 15	Renew links with trading standards and environmental health on broader aspects of safeguarding adults such as rogue traders.	
				CST / CS strategy	July 15	Further work on recognition and reporting of disability hate crime including the support of	

						accessible third party reporting sites.	
3	Increase understanding of what may constitute as abuse	3.1	To increase the number of alerts from members of the public to Social Care Direct.	NS	Dec 14	See Communications Plan 2014/15 for full details.  Provide appropriate messaging for Barnet Borough Watch Alert comms for 800 Neighbourhood Watch coordinators to disseminate.	
		3.2	To increase the level of awareness of the different forms of abuse and where to report abuse amongst vulnerable elderly people through targeted distribution of safeguarding materials.	NS	Dec 14	Increase availability of Say No to Abuse (SNTA) safeguarding booklet via more community channels (e.g. service providers, Barnet CCG)  Produce and distribute new SNTA A5 flyer and A4/A3 poster to more channels for public display  Collate and share case studies for service provider newsletters and Barnet First magazine (doordrop to 35,000 households)  Increase outreach to elderly people, e.g. via issuing flyers with home meals service, leaflets at Dementia Cafes, Neighbourhood Services.	
		3.3	To increase availability and accessibility of information and advice about adult safeguarding and reporting through outreach.	NS	Dec 2014	Seek more opportunities for face to face outreach to the public via community engagement activity such as participation in mass community engagements organised by the police and other community events.	

		3.4	To provide appropriate feedback to alerters.	All Board / NS	July 2015	Communications Team to provide a letter which can be used to advise a person who raised an alert that action has being taken.	
		3.5	To increase traffic to safeguarding and SAB information on Barnet Online.	NS	Mar 15	<p>Refresh and brand safeguarding content on Barnet Online; request link to this content from all service provider websites.</p> <p>Produce and promote SAB annual report 2013-14, with key messaging</p> <p>Engage staff in safeguarding work – via BAU and Safeguarding Month.</p>	<p>Complete</p> <p>Complete</p>

4	Improve the understanding of service providers of the Mental Capacity Act and Deprivation of Liberty Safeguards	4.1	Health and Social Care Staff have access to information, training and support to forward their knowledge and practice of the Mental Capacity Act in their work.	NS	Oct 14	Review and publicise materials available to health and social care staff, and family carers to raise awareness and aid implementation of the MCA across all agencies.	
				Training Group	April 15	Refresh our learning and development approach to the workforce on MCA & DoLS, including, formal training, practice forums, supervision.	
				SS	Oct 14	Develop a MCA assessment tool for social care providers to promote best practice in the implementation of the MCA.	
				SS	Oct 14	Plan and deliver a day conference for health and social care providers on MCA and DoLS with the aim of giving information about recent changes following the supreme court judgement, and launching the assessment tool.	
		4.2	For community nursing staff to have an understanding of the MCA in their work with patients who refuse to comply with the care that they are offered.	All Health	April 15	Refresh the NHS learning and development approach for Health staff so they are aware of their responsibilities under MCA in these practice situations. This must include assessment, record keeping in both MCA and Risk Assessment pathway.	
		4.3	The Safeguarding Adults Board receives assurance that partner agencies are compliant with the Mental Capacity Act (MCA) and the Deprivation of Liberty	CD & HW	Oct 14	Develop an MCA & DoLS audit tool, which can be used by partners to review their compliance with the legislation.	
				All Board	Oct 14	Consider how MCA & DoLS can be built into existing partner case file auditing systems.	
				All Board	April 14	Each partner organisations to review compliance with MCA and DoLS and report	

			Safeguards (DoLs).	AS	Oct 14	progress to the Safeguarding Adults Board	
				Police	April 15	The Board to receive and act on reports on the use of IMCA activity.	
				MCA Task / Finish	Nov 14	The Board to receive a report from the Police on the number of section 44 offences investigated during the year.	
						Plan and deliver an MCA Challenge Day for social care and health providers where they can receive information and get feedback on their MCA compliance.	
5	To ensure that the Voice of the adult at risk stay central to our partnership work.	5.1	Adopt the making safeguarding personal framework.	CM	Oct 14	To agree a SAB policy statement on the voice of the adult at risk and the outcomes they seek as the primary driver of our approach to safeguarding.	Complete
				Training Group	Oct 14	Refresh the training programme, and recording templates in line with this policy statement.	
				SS	July 14 & July 15	Continue to capture the views of people who have experienced safeguarding services and report findings back to the safeguarding adults board for information and action.	
				SS	Oct 15	Consider further developing the user experience interviews to ensure that a wider group of peoples' views can be heard such as people who lack capacity, carers, care providers etc.	
6	Ensure implementation of lessons learned from any serious case reviews or			TBC	TBC	Develop a procedure for the identification and referral of adult serious case reviews to be considered by the new joint serious case review group.	
						Monitor the delivery of recommendations from	



	domestic homicide review.			KV	Oct 15	findings from the Stephan and Kara Report taking account of wider implications.	
				VS	TBC	Receive assurance from the CCG that IRIS is being rolled out and effectively implemented in GP practices.	

<b>Key</b>	
Chris Miller	CM
Jackie Parker	JP
Barbara Jacobson	BJ
Sue Smith	SS
Kiran Vagarwal	KV
Neha Shah	NS
Vivienne Stimpson	VS
Christine Dyson	CD
Heather Wilson	HW
Liz Royale	LR
Community Safety Team	CMS