

Safeguarding Adults Board Business Plan 2014-16

	Objectives		Performance Outcome	Lead	Time scales	Actions	Progress	BRAG
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	1.1a	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.		
		1.1b		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.		
		1.1c		JP	June 14	Analysis of co-morbidities' data collected.		
		1.1d		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.		
		1.1e		JP	Sept 15	Investigate methods used in other CCGs and joint working to undertake this.	Joint working with all providers held meeting 4/2/15; CQUINS contracting process; looking at integration within Barnet and an inherent part of contract negotiations with partners	
		1.2a	Improve safety and quality of life by improving pressure ulcer prevention and management across health and social care providers	JP	Sept 15	Implement agreed protocols across all providers.	They have agreed in principle to implement CLCH & Royal Free. JP to check where they are with implementation.	
		1.2b		All Health	May 15	The Board should receive assurance that all Health Trust are following the 'Stop the pressure' steps guidance.	Questionnaire sent to all Health Trusts assurance received from CLCH, Royal Free and BEHMHT.	
		1.2c		IQICH	May 15	Consider how training can be made available to residential care homes.	Awareness of PU prevention & Management workshop carried out 19 th March 14'. Plans for a workshop in November 15 on safeguarding & PU identification & awareness	

1.3a	Where avoidable pressure ulcers are identified as a possible sign of neglect, these are investigated and protection plans are implemented	JP	Sept 15	Develop a shared investigation protocol which includes clinical expertise and Implement.	The serious incident policy is being reissued 27 th March; we need to do it in light of the change of policy.		
1.4a	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	May 15	The Health Providers should report to the board in relation to staffing and how they are addressing complaints and whistleblowing incidents.	Questionnaire sent to all Health Trusts assurance received from CLCH, Royal Free and BEHMHT		
1.4b		All Health	May 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.	Questionnaire sent to all Health Trusts assurance received from CLCH, Royal Free and BEHMHT.		
1.4c		VS	May15	Health providers to provide assurance to the Safeguarding Adults User Forum on this objective.	BEHMHT presented 9.14, CLCH 3.15 RFH 6.15?		
1.4d		All Health	May 15	Explore how the Safeguarding Adults Board can get assurance from the Quality & Risk Committee about the performance of Health providers.	Report update received.		
1.4e		All Board	Sept. 15	Board members to engage with the CCG and participate in Ward walks.	Proposal needed from the CCG to show how this will occur. Also consider how SASUF members can take part.		

		1.5a	Improve the communication between hospitals and care homes to ensure the needs of vulnerable patients are identified and met.	IQICH	Dec 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.	Task/Finish Group required	
2	Improve access to justice for vulnerable adults	2.1a	Ensure adults at risk know how to report a crime and have confidence that they can access the criminal justice system.	All board members	Feb 16	The board should receive assurance from all partner organisations that individuals in their care can access information and advice on reporting a crime.	Questionnaire	
		2.1b		Police	Feb 16	Police to review operation of third party reporting sites and provide support to those require assistance.	SAB received a report at the Feb 15 SAB. There has been an initial review of third party reporting sites, and this has indicated that a full review and refresh is needed as many of the sites are no longer in operation and others require training. Police, Community Safety and Mencap to form initial task and finish group	
		2.1c		All Board Members	Feb 16	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.	Report Requested	
		2.1d		Police	Sept 15	Explore the potential to develop a response protocol, including the use of restorative justice mechanisms as an alternative to court proceedings.	CM has spoken to Sam Faulkner DCI for safeguarding, Sean Donovan to present a paper on restorative justice on behalf of the police.	
		2.2a	Agree an approach for the use of IT systems (CCTV) as a prevention measure	CM	July 14	A discussion paper to be presented to the Safeguarding Adults Board on 30 st July to elicit views, and determine direction and future actions.		

		to increase standards of wellbeing and quality provision of care as a pilot project in care homes with liaison with CQC.					
2.3a	Audit of Merlin alerts to ensure there is an effective information sharing and response through the safeguarding system.	Police, CMT, SS	Oct 14	Audit Report to Safeguarding Adults Board in October 2014.			
			Dec.15	Set up project group to deliver outcome as identified in the audit report	Merlin Pathway group continue to meet monthly. Progress made regarding access and risk. Further work regarding MH pathway and minimising handoffs to be addressed.		
2.4a	Measure any increase in reporting and repeat referrals with detection rates and positive outcomes where there are no criminal charges made.	Police	Dec.15	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'.	Initial report received July 2014; Follow report in December 2015.		
2.4b	Improve understanding of offences against vulnerable adults in particular section 44.	Police	Sept. 15	Police to provide assurance to multi-agency workforce development in this area.	Request for September board		
2.4c		Learning & Development Group	Feb.16	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.	Work in progress. Update requested from JH		

	2.4d		KV	Feb 16	Renew links with trading standards and environmental health on broader aspects of safeguarding adults such as rogue traders.	KV gave a verbal report to the board 5.2.15 Agreed PL to work with KV to develop a communication plan around this; also speak to trading standards to scope out the requirements.	
	2.4e		CST / CS strategy	Sept 15	Further work on recognition and reporting of disability hate crime.		
3	3.1a	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.		
			NS	April 15	Provide appropriate messaging for Barnet Borough Watch Alert comms for 800 Neighbourhood Watch coordinators to disseminate.	Plan delivered message gone out. NS to produce a short report (1 Page) what was done and the reflections on work carried out and what can be improved for the future.	
	3.2a	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)	Messages sent & on going	
	3.2b		NS	Dec 14	Produce and distribute new SNTA A5 flyer and A4/A3 poster to more channels for public display		
	3.2c		NS	Dec 15	Collate and share case studies for service provider newsletters and Barnet First magazine (door drop to 35,000 households)		

		3.2d		NS	Dec 14	Increase outreach to elderly people, e.g. via issuing flyers with home meals service, leaflets at Dementia Cafes, Neighbourhood Services.		
		3.3a	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.		
		3.4a	To provide appropriate feedback to alerters.	All Board / NS	Sept 2015	Communications Team to provide a letter which can be used to advise a person who raised an alert that action has being taken.		
		3.5a	To increase traffic to safeguarding and SAB information on Barnet Online.	NS	May 15	Refresh and brand safeguarding content on Barnet Online; request link to this content from all service provider websites.		
		3.5b			Nov 14	Produce and promote SAB annual report 2013-14, with key messaging Engage staff in safeguarding work – via BAU and Safeguarding Month.		
4	Improve the understanding of service providers of the Mental Capacity Act and Deprivation of Liberty Safeguards	4.1a	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.		
		4.1b		Training Group	May 15	Develop our learning and development strategy for the workforce on MCA & DoLS, including, formal training, practice forums, supervision.	JH/JD to present 2 page paper regarding the progress plan for the rest of the year at May 15 SAB	
		4.1c		SS	Oct 14	Develop a MCA assessment tool for social care providers to promote best practice in the implementation of the MCA.	conference held Sept on-going training for providers on DoLS	
		4.1d		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.		
4.2a	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.	CLCH	May 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.	Kate Aston to present a paper on CLCH work on good practice in working with patients who refuse care.		
4.3b	The Safeguarding Adults Board receives assurance that partner agencies are compliant with the Mental Capacity Act (MCA) and the Deprivation of Liberty Safeguards (DoLS).	CD & HW	Oct 14	Develop an MCA & DoLS audit tool, which can be used by partners to review their compliance with the legislation.	Completed for Health Providers. Findings to May 15 SAB		
4.3c		Health & Social Care	Sept 15	Consider how MCA & DoLS can be built into existing partner case file auditing systems.	As partners of our business plan we agreed, supply evidence of how. Request by email case file audits templates.		
4.3d		All Board	May 15	Each partner organisations to review compliance with MCA and DoLS and report progress to the Safeguarding Adults Board	Report request for Feb 15 SAB CCG is waiting for administrative clearance before this can be shared.		
4.3e		AS	Dec 14	The Board to receive and act on reports on the use of IMCA activity.	The Board has received reports on IMCA activity.		

		4.3f		MCA Task / Finish	Nov 15	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.	5.1a	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.		
		5.1b		LD Group	Sept.15	Refresh the training programme, and recording templates in line with this policy statement.	Work in progress.	
		5.1c		SS	Sept 14 & Sept 15	Continue to capture the views of people who have experienced safeguarding services and report findings back to the safeguarding adult's board for information and action.		
		5.1d		SS	Dec 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 domestic homicide review.	6.1a		SS	Sept 15	Develop a procedure for the identification and referral of safeguarding adult reviews to be considered by the new joint serious case review group.	A report submitted to May SAB for approval. Feedback requested from partners.	
		6.1b		KV	Dec 15	Monitor the delivery of recommendations from findings from the Stephan and Kara Report taking account of wider implications.		
		6.1c		VS	May 16	Receive assurance from the CCG that IRIS is being rolled out and effectively implemented in GP practices.	National Health England, CCG consider funding awaiting prevalence analysis amongst 67 surgeries.	

Key	
Chris Miller	CM
Jackie Parker	JP
Sue Smith	SS
Kiran Vagarwal	KV
Neha Shah	NS
Vivienne Stimpson	VS
Heather Wilson	HW
Liz Royale	LR
Community Safety Team	CMS
Jon Dickinson	JD