

Notice to Respond

Title of review: **Safeguarding Vulnerable Adults**

Date review completed: **October 2008**

Lead Scrutiny Officer: **Helen Lee**

Email: **Helen.lee@nottsc.gov.uk** Tel: **0115 977 2258**

Recommendation 1 (of 8)

The County Council approaches the Independent Safeguarding Authority to express concern about the inadequacy of information for some people entering the United Kingdom who apply to work with vulnerable adults.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008** Date provided **19 January 2009**

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

I thank members for their action in this matter. This is an area of concern particularly in the North of the county where increased numbers of new economic migrants are settling.

Response from Department to **progress** on carrying out recommendation

to be completed three months after publication of review

Date due Date provided

N/A

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

Letter sent by the Chair of the Committee to the ISA.
Response received from the ISA acknowledging the Committees concern and agreeing that there is a weakness in the vetting process. The ISA and the government are addressing this loophole but accept there is little can be done for the foreseeable future. Copy of the letters attached.

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Recommendation 2 (of 8)

Adult safeguarding issues should be considered and embedded in all County Council policies and procedures and should be included in the priorities set by the Local Strategic Partnership and the Local Area Agreement.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008** Date provided **19 January 2009**

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

Just like Safeguarding children, safeguarding adults is everybody's business. Members and officers need to be aware of safeguarding issues across the whole range of council functions and responsibilities. I am currently considering the establishment of a member reference group to oversee the county council's responsibilities in this regard, and I am aware that steps are being taken to embed the Safeguarding Board within the LSP framework.

Response from Department to recommendation

Discussions are currently taking place to ensure a reporting line from Nottinghamshire Safeguarding Adults Board (NSAB) to the Safer Nottinghamshire Board and therefore through to Nottinghamshire Partnership thus ensuring inclusion in the wider community safety agenda.

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

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Recommendation 3 (of 8)

Action is taken to address the high number of inconclusive outcomes to allegations of abuse including:

- a detailed examination of inconclusive investigations be undertaken including an analysis of trends
- a detailed examination of reasons for alleged abuse by carers and staff
- developing support and preventative measures to address the findings of these reviews
- additional training for Safeguarding Managers in the conduct of managing investigations.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008** Date provided **19 January 2009**

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

Whilst I accept the select committee recommendation, it should be noted that the outcomes in Nottinghamshire reflect national outcomes and activity. However members are right to highlight the need for further investigation and analysis. The department will engage an independent expert to consider the issues of inconclusive outcomes and the reasons for abuse. Training for safeguarding managers has already been put in place and all managers have had the opportunity to attend,

Response from Department to **progress** on carrying out recommendation

Following a tender process research has been commissioned from an external agency to examine the reasons for the high number of inconclusive outcomes. It is expected the report from this research will be completed by April 09. The results, analysis and recommendations from the research will be examined and appropriate action taken.

All safeguarding managers have been offered dates for specific training in relation to the role of the safeguarding manager by the Safeguarding Adults and Mental Capacity Act Team (SAMCAT). It is anticipated that the Learning and Development Unit (LDU) will be able to offer complementary underpinning skills and knowledge training by the end of the financial year.

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

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Recommendation 4 (of 8)

Service users should have a role in shaping and evaluating safeguarding arrangements and should be consulted. To facilitate this the County Council should:

- make information for service users and carers regarding what constitutes abuse, and where to get support if there are concerns, accessible through a wide range of channels and different formats such as large print and easy read
- raise the profile of, and issues involved in, safeguarding adults throughout the wider community. Initiatives to increase recognition of problems, and the mechanisms for raising concerns regarding alleged abuse should be developed
- strengthened consideration should be given to setting up and publicising an easily remembered telephone number to report concerns.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008**

Date provided

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

Information and awareness of what constitutes abuse is vital if we are to raise people's consciousness and reduce the level of adult abuse that has for too long been viewed as acceptable within society. A publicity campaign will be commenced in 2009 as part of our overall approach to dignity in care. Knowledge of how to raise the alarm is a crucial step in empowering people to take action. This is why we made the customer service centre the first point of access when we updated our procedures last year. We continue to work with colleagues at the CSC to improve the service and our response to individuals

Response from Department to **progress** on carrying out recommendation

The communications sub group has created a strategy which includes making a range of information available to local communities, services users and staff to ensure the profile of safeguarding adults is raised across Nottinghamshire. Discussions are taking place in the internal governance group to establish what work needs to be undertaken to ensure customer service staff are fully equipped to take all

calls relating to the abuse of vulnerable adults from all sources.

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

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Recommendation 5 (of 8)

The Select Committee endorses the need for, and recommends that consideration be given to, the appointment of specialist police officers to support the safeguarding remit and to assist and speed up investigations.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008** Date provided **19 January 2009**

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

As members will be aware this question forms part of the national consultation being undertaken to review safeguarding policy. The department supports members in their view that dedicated public protection officers would be of benefit

Response from Department to progress on carrying out recommendation

to be completed three months after publication of review

Date due Date provided

N/A

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

Letter sent by the Chair of the Committee to Nottinghamshire Police expressing concern about the lack of specially trained and skilled officers. Copy of the letter attached.

To date no response received.

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Recommendation 6 (of 8)

Procedures should be implemented ensure the 'Trainer the Trainer' method of training is effective in meeting the needs of care home staff in carrying out their responsibilities for safeguarding.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

Date due **December 2008**

Date provided

I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

The current quality audit process in older peoples care homes will be rolled out to all care homes this year to check the levels of safeguarding training. Further training has been put in place to ensure all independent sector providers can access learning opportunities. Safeguarding awareness now forms part of the department's contract processes and the CSCI inspection process.

Response from Department to recommendation

The issue of the effectiveness of all safeguarding training will be addressed by the recently reconstituted training sub group. Audits of safeguarding awareness will be undertaken and additional training for independent sector providers has been commissioned. Further methods of learning and development are being explored such as E- learning tools.

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Recommendation 7 (of 8)

To promote independence:

- information needs to be provided for the families, friends and neighbours of vulnerable adults, to raise awareness of safeguarding issues and how to proceed if there are concerns
- Adult Social Care and Health inspection systems should be developed and widened to monitor the services provided to socially isolated and vulnerable adults to ensure their needs are met and to reduce instances of poor practice
- the procedures that exist for service users and carers to make complaints and raise concerns regarding care need strengthening, Awareness of the complaints procedure needs raising. Analysis of complaints should be carried out to draw attention to areas of concern and where additional safeguarding mechanisms may need to be undertaken
- the recommendation by Adult Social Care and Health that a person employed through the Direct Payments scheme undertake a CRB check is strengthened. When the Safeguarding Vulnerable Groups Act is implemented in 2009 the County Council should require that people using the Direct Payments scheme can only employ individuals who are ISA registered
- the Select Committee write to the Secretary of State for Health to emphasise the need for regulation or legislation to protect vulnerable people who commission their own care services since they are not protected in the same way as people receiving care through formal support systems
- people who fund their own care should been given more information regarding the adult safeguarding process and the support available to them from Adult Social Care and Health and partner agencies

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

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I, accept ☐ partially accept ☒ do not accept ☐ the recommendation (please tick)

As stated above, information and awareness are key helping people raise their concerns.

The department has recently instigated a quality system in care homes linked to fee payments and will be looking to develop further quality processes with domiciliary providers to ensure people are safeguarded from harm. The continued emphasis on ensuring all providers meet the Dignity in Care standards will be maintained through our contractual processes and through learning opportunities for staff.

I am not aware that there is a need to strengthen the departmental complaints procedure which generally works very well, however I will ask the department to analyse how many complaints in the last year were attributable to safeguarding issues, and whether any actions are required to make the procedure more effective. At the present time my understanding is that we cannot compel people to only employ personal assistants who are Criminal Record Bureau checked, although I recognize and share members concerns in this regard. I will, however, ask the department to consider this issue with the council legal and contracting services.

Response from Department to recommendation

The safeguarding board communications sub group will make a range of information available (including to those who fund their own care) to explain the issues relating to safeguarding vulnerable adults with clear guidance about what action should be taken if there any concerns about abuse.

Each organization, county council, PCT, police NHS Trusts etc, have statutory complaints procedures which should be followed where individuals have specific complaints

Information is currently in the course of development to publish how individuals who are unhappy about the safeguarding processes can complain about it

The team dealing with individual budgets will consider if it is legal via contractual arrangements to insist that all staff employed via a direct payment are ISA registered and CRB checked. It should be noted that if a service user may be at risk because it is felt that a potential employee is unsuitable the budget can be withheld or withdrawn. This information will be communicated to assessment and commissioning staff to ensure who will have due regard to the potential actions they will be able to take to ensure risks are reduced for service users.

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

Letter sent by the Chair of the Committee to the Secretary of State for Health. Copy attached. To date no reply received.

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Recommendation 8 (of 8)

The Select Committee send a copy of its final report to the Department of Health 'No Secrets' consultation and a letter addressing concern about the need for appropriate safeguarding arrangements for vulnerable people who commission their own care.

Response from Cabinet Member to recommendation

to be completed **two** months after publication of review

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I, accept ☒ partially accept ☐ do not accept ☐ the recommendation (please tick)

I thank the select committee for taking this action. A further consultation response has been collected together from all agencies within the county, which is to be considered by the Corporate Leadership Team before being sent to the Department of Health.

Response from Department to **progress** on carrying out recommendation

to be completed three months after publication of review

Date due Date provided

N/A

Comments additional comments or further action required (completed by Chair/Lead Officer of select committee)

Letter and copy of report sent to the Department of Health 'No Secrets' consultation. Copy of letter attached.