

Making Safeguarding Personal 2017/18

Conferences 30th Jan & 19 March 2018
Making user involvement effective in
Safeguarding Adults Boards

Aims of the Conference

- To identify the key factors that allow users to be involved in Safeguarding Adults Boards, particularly at a strategic level
 - To hear about examples of good practice and what is already working
 - To share ideas and plans on how to build on current practice to increase the effectiveness of user involvement in Safeguarding Adults Boards moving forward
 - To identify examples where user involvement with Safeguarding Adults Boards is leading to or linked to initiatives for wider community engagement on the issue of safeguarding adults
 - To look forward at how the various techniques to increase user involvement could be achieved in Safeguarding Adults Boards in the future
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Leave your Baggage at the Door – what stops there being user involvement with Safeguarding Adults Boards?

Making Safeguarding Personal

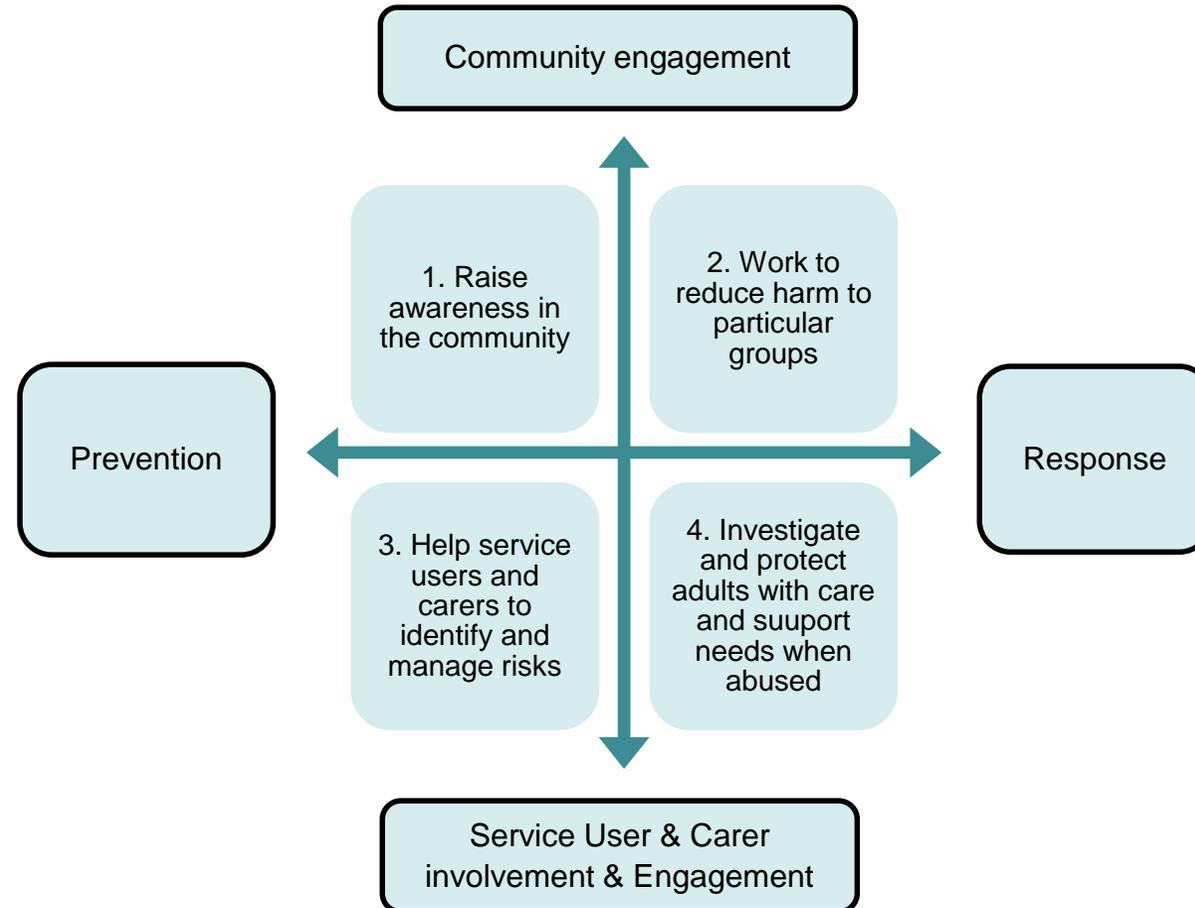
Jane Lawson

Adviser, Local Government Association / ADASS

A core message from the MSP resources

Developing Making Safeguarding Personal is not simply a question of changing individual practice, but the context in which that practice takes place and can flourish. It involves cultural and organisational change

Board Purpose



Adapted by Solihull SAB from *The Governance of Adult Safeguarding: Findings from research into Safeguarding Adults Boards*; SCIE report 45, Bray, S., Orr, D., Preston-Shoot, M.; Sept 2011

Making Safeguarding Personal and engaging with people is central to prevention and early intervention

Empowering everyone (including staff and people living in communities) to recognise the potential for abuse or neglect, to raise concerns and to act on these

Empowering, engaging and informing people in order to develop resilience

Making Safeguarding Personal

- Audio visual resources

<https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal-audio-visual-resources>

MSP resources; 'What does 'good' look like...?'

<https://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal/resources>

Research findings and lessons learnt

Making Safeguarding Personal resource: supporting increased involvement of Service Users in Safeguarding Adults Boards

(Robert Droy & Jane Lawson, on behalf of ADASS and the LGA, Dec 2017)

**Robert Droy (Co-author of report)
Freelance Disability Rights Consultant**

Linking user involvement to safeguarding principles



Key Principles for Involvement

- **Accessibility** – Simple and accessibility processes easy to understand information about what involvement entails, time commitment, clear understanding of the role, reward / recognition
 - **Diversity** – Wide cross-section of the community essential to monitor how the voice of all different groups can be heard when developing policies and strategies. Important to hear the voice of “seldom heard” groups of people
 - **Equality** – People with “lived experience” should be treated as equal partners, bring a fresh perspective and naturally have an outcome focus
 - **Reciprocity** – Financial reward, personal development opportunities, employability skills
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Key Learning Points

- Senior leadership about the importance of user involvement –
“How does your safeguarding adults board show it is committed to involving people who use services in safeguarding at all levels including in their own safeguarding, strategically and in commissioning and developing information and advice about safeguarding? “
 - Developing a core group of service users and community organisations who are enthusiastic, motivated and willing to develop the expertise that is required to inform the Safeguarding Adults Board and the wider community accordingly
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Key Learning Points

- Dedicated staff who can build and maintain momentum from both users and other partners to ensure user involvement is sustainable
 - Resources – adequate resourcing of user involvement will improve the likelihood that user involvement will deliver positive outcomes
 - Recognising the contribution that users make – financial (“if everyone else around the table is getting paid to attend the meeting, why shouldn’t I?”), personal development opportunities, employability skills
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Key Learning Points

- Be clear about the purpose of involvement. What tasks and products can be undertaken and achieved?
 - Responding to what is learned from involvement...making the necessary changes in practice.
 - Ensure the impact of user involvement can be measured.
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Some key methods for involving service users

Involvement with users focused specifically on safeguarding issues

Advantages

- Hearing directly from users can be powerful and make strategic and policy development seem more relevant.
- Users can be educated and empowered (one of the key statutory principles).
- Ability to build-up a pool of expertise.
- With support, it can be a highly engaged and committed group of people.
- Depth and breadth of knowledge that users can develop likely to be more than other methods.

Disadvantages

- Recruiting and developing users may take time.
 - Resource intensive, particularly to get going in the first place.
 - Subject matter can be quite intense, so users may need support before and/or after meetings.
 - Some may see this as duplication if other more generic engagement groups exist.
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Engagement Through Advocacy Organisations and/or Organisations such as Healthwatch

Advantages

- Able to provide thematic evidence based on hearing lots of stories.
- May be able to reflect experiences of people who will find it very challenging to engage meaningfully in the board; eg. people who lack capacity.
- Some organisations will already have well developed networks they can get feedback from.

Disadvantages

- Not hearing the users voice directly.
 - Some organisations do not have a pure focus on safeguarding, so you may lose some of the expertise.
 - Advocacy organisations might only work primarily with one particular client group.
 - Advocacy organisations often have a wide remit and may need to support individual issues rather than policy and strategic development.
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Engagement with Existing User-led Engagement Groups that are not Specifically Focused on Safeguarding

Advantages

- Recruiting users and scheduling meetings may already be organised and in place.
- People will be familiar with how meetings ordinarily function.
- People may be keen to engage on a new set of issues.

Disadvantages

- The group's whole agenda won't be safeguarding orientated so some people may be disinterested.
 - The timings of the group may not fit in well with the needs and timing of the main safeguarding adults board.
 - It may be hard to capture the diversity of the users that you want to engage with.
 - The group may need support to really understand the issues and to respond accordingly.
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Measuring the impact of service user involvement

Review the impact of user involvement

Document how it influences the work of the board (annual reports)

Evidence achieving tangible outcomes and acting on what service users and the community tell the Board

Measure against overarching principles for user involvement as well as safeguarding adults statutory principles

Measuring outputs but also broader outcomes

So that the Board can see that it is worth investing in

Making the links: user involvement and community engagement

Involving users and user led organisations in educating the community can be a powerful way of getting the messages across to people in a way they will understand

Helping the work of the Board to have meaning to a wide range of people. Supporting people in the community to protect themselves

Case studies of best practice – the different ways user involvement can be achieved

Enfield

QUALITY

CHECKERS
“Small changes make a big difference”

www.enfield.gov.uk

Striving for excellence



Who are Quality Checkers?

- The Quality Checker volunteer programme was developed in 2012.
- The programme, which has its own Volunteer Co-Ordinator, overseen by the Quality Assurance Manager; is financed by the Better Care Fund. This fund is managed by the Local Authority's Strategic Safeguarding Adults Service.
- Quality Checkers are local residents who have had experience of adult social care services in Enfield.
- We have 55 quality checkers on our books with approx. 25 taking an active part at anyone time
- Quality Checkers are an independent voice for people using services and their carers, both in the community and from the Local Authority.
- Quality Checker visits are made in pairs to local care providers and provide the Council with meaningful feedback on Quality issues focused on five main areas.
 - ❖ Dignity in Care
 - ❖ Care and Compassion
 - ❖ Choice and Control
 - ❖ Food
 - ❖ Activities
- Work in partnership with care providers and teams to make service improvement happen.
- Actively working with partners to prevent abuse and poor care

The most important question put to our Quality Checkers after a visit or intervention is, **'Would you place your loved one with this provider, is this service good enough'?**

What has been done so far?

- ❖ Over 150 visits completed each year to Enfield providers, led by Quality Checkers.
- ❖ Quality Checkers receive regular targeted training sessions.
- ❖ Visits are made to private care homes to talk to residents, relatives and staff about the care they receive, the well-being of residents and how the Dignity in care standards are being met.
- ❖ A sub group of the Quality Checkers, the **Dignity in Care panel** was created in 2014, to focus on Dignity in Care, initially chaired by the independent chair of the Safeguarding Adults Board, now chaired by the CEO of Enfield HealthWatch.
- ❖ In 2015, the Quality Checker project won an award for 'Community Engagement'.
- ❖ A cohesive working relationship was formed between Quality Checkers and Health Watch Enfield in 2016, enabling both organisations to work collaboratively together in areas such as training and information sharing.
- ❖ A quality checker sits on the patients and service user sub group of the safeguarding adults board, some quality checkers are also health watch volunteers and vice versa
- ❖ Provided update to the Safeguarding Adults Board and contributed to the SAB annual report
- ❖ Reports to the health and well being board 6 monthly
- ❖ Reported to NHS England in 2018 as exemplary scheme within the better care fund as it supports integrated care by meeting the outcomes of the Logic Model for integrated Care (SCIE Dec 2017) by meeting outcomes
- ❖ Took part of the borough's 2017 peer review (managing resources effectively)
- ❖ Supported the development of a DVD focusing on Safeguarding and Making safeguarding personal

Some of our outcomes so far...

- ❖ A resident was able to specify the newspaper of his choice.
- ❖ A grab rail was installed in a care home lift.
- ❖ Staff given guidance to be more friendly and welcoming to visitors.
- ❖ A special chair was ordered for a service user who was slumping in the chair provided.
- ❖ Builder's equipment was moved from a communal garden to allow safe access for all residents.
- ❖ Plans to decorate a communal lounge were brought forward and residents had a say in the colour scheme.
- ❖ Pictorial food menus were introduced in homes to support people with Dementia
- ❖ More ethnically diverse food was sourced and served.
- ❖ A toilet was fixed and bathroom refurbished.
- ❖ Residents enjoyed an outing to local gardens.
- ❖ Coffee was served from an urn rather than Tupperware so everyone gets a hot drink.
- ❖ Met with the Chief executive of the Local Authority to feed back their views and experiences

- ❖ 16 Mystery Shopping calls made to the Enfield Adult Abuse Line and the recommendations made by the Quality Checker project accepted and implemented by the team managers
- ❖ **Hydration in Care Homes Project with Public Health England and the CCG**

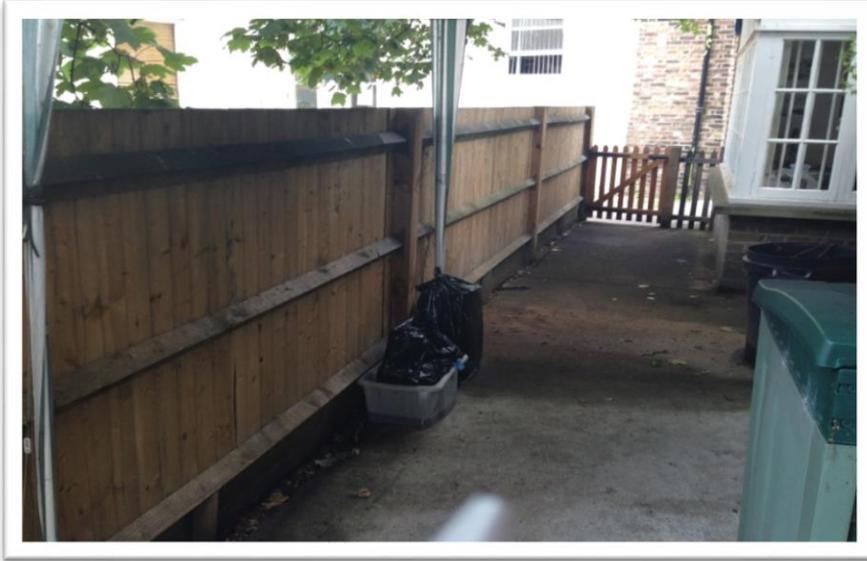
20 visits to care homes across Enfield were completed to collect information on how staff maintain optimum resident hydration levels. As a result of our project, a Hydration key information card was developed and distributed to care home staff to help recognise the signs of dehydration.

LGBT Project with the Enfield LBGT network (voluntary agency) and the SAB Patient and carers sub group and CQC

20 visits made to care homes in LBE to collect information on the providers ability to meet needs of the LGBT community, resulting in a helpful toolkit being developed and shared with residential homes.

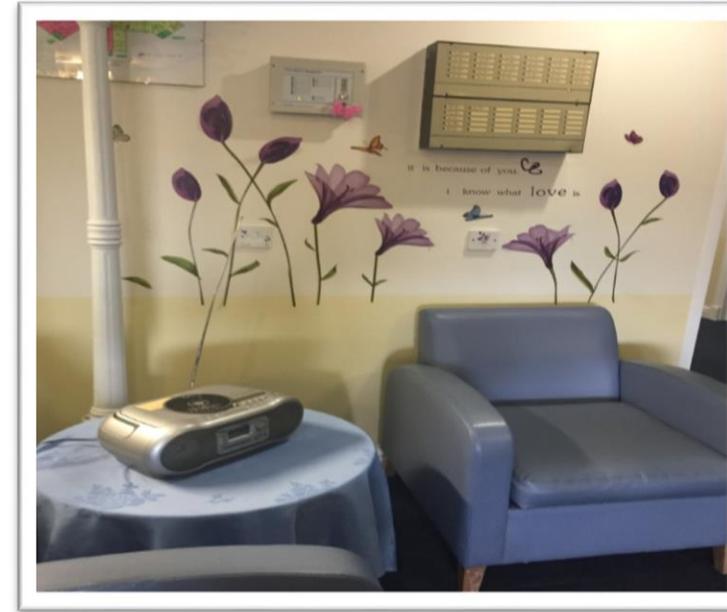
Current project include activities in care homes and promoting the importance of well being in care homes and measuring the impact of the hydration cards

Some of our Improvements..



As a direct result from recommendations made by our Dignity in Care panel, this empty yard was re-furbished and tidied up, so residents are able to go outside and make use of the space.





As a direct result of Quality Checker feedback, this residential home made improvements to the communal areas of the home to give residents and their visitors nicer, brighter environment at the home.

Quality Checkers and 'Making Safeguarding Personal'

The Quality Checker project is an integral part of the Strategic Safeguarding Team and takes actions from the Safeguarding Information Panel and the Safeguarding arena to support the prevention of safeguarding concerns and the Provider Concerns processes.

The Safeguarding Information Panel is a 6-weekly panel aimed at monitoring and supporting quality within external providers attended by a range of professionals including CQC, the UK Border Agency, and Enfield teams. The Quality Checkers report to the meeting with soft intelligence and take actions to improve the quality of care and review services with low level quality concerns.

The work of the project has been recognised in supporting the council to become a gold standard council in the Making Safeguarding Personal audit conducted by Bournemouth University.

Our Quality Checkers



Services offered by Quality Checkers

- ✓ Mystery shopping
- ✓ Gathering service user and carer feedback
- ✓ Targeted and themed visits to identify recommendations for improvement
- ✓ Service reviews
- ✓ Consultation
- ✓ Identify and share good practice
- ✓ Support from independent 'critical friends'
- ✓ Decide areas that they would like to review
- ✓ Work with partners in a supportive way
- ✓ Support the prevention agenda

Make suggestions and take action to improve services within Enfield

Lead on decision making on their actions and activities

What Quality Checkers have said

- We don't want to be a token voice to the local authority, we want to make a difference to peoples lives
- We can use our own experiences to suggest service improvements
- We like the project because we can see the changes that happen , I like seeing the projects meeting outcomes
- It's a flexible project so we can choose what we want to do and when
- We like the support we get from the volunteer co-Ordinator
- We like having our own office
- We like the training and badges
- We like that the council values our input and take our suggestions seriously

If you would like more information on the Quality Checker project please contact:

Samantha Gajadhar: Quality Assurance Manager
Samantha.gajadhar@enfield.gov.uk 020 8379 2881

Vanessa Phillips: Volunteer Co-ordinator
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Hammersmith & Fulham , Royal Borough of Kensington and Chelsea and Westminster City Council

Safeguarding Adults Executive Board 3 year Strategy 2016-19
Hammersmith & Fulham , Royal Borough of Kensington and Chelsea and
Westminster City Council

**Making Safeguarding
Personal**

I am able to make choices about my own well-being

**Creating a Safe and Healthy
Community**

I am aware of what abuse looks like
and feel listened to when it is
reported

I am kept up-to-date and know
what is happening

My choices are important

My recovery is important

You are willing to work with me

**Leading, Listening and
Learning**

We are open to new ideas

We are a partnership of listeners

We give people a voice

We hold each other to account

We want to learn from you

South West London & St George's NHS Trust

**A presentation drawing on the case study in the resource
'MSP: Supporting increased involvement of service users (p31)'**

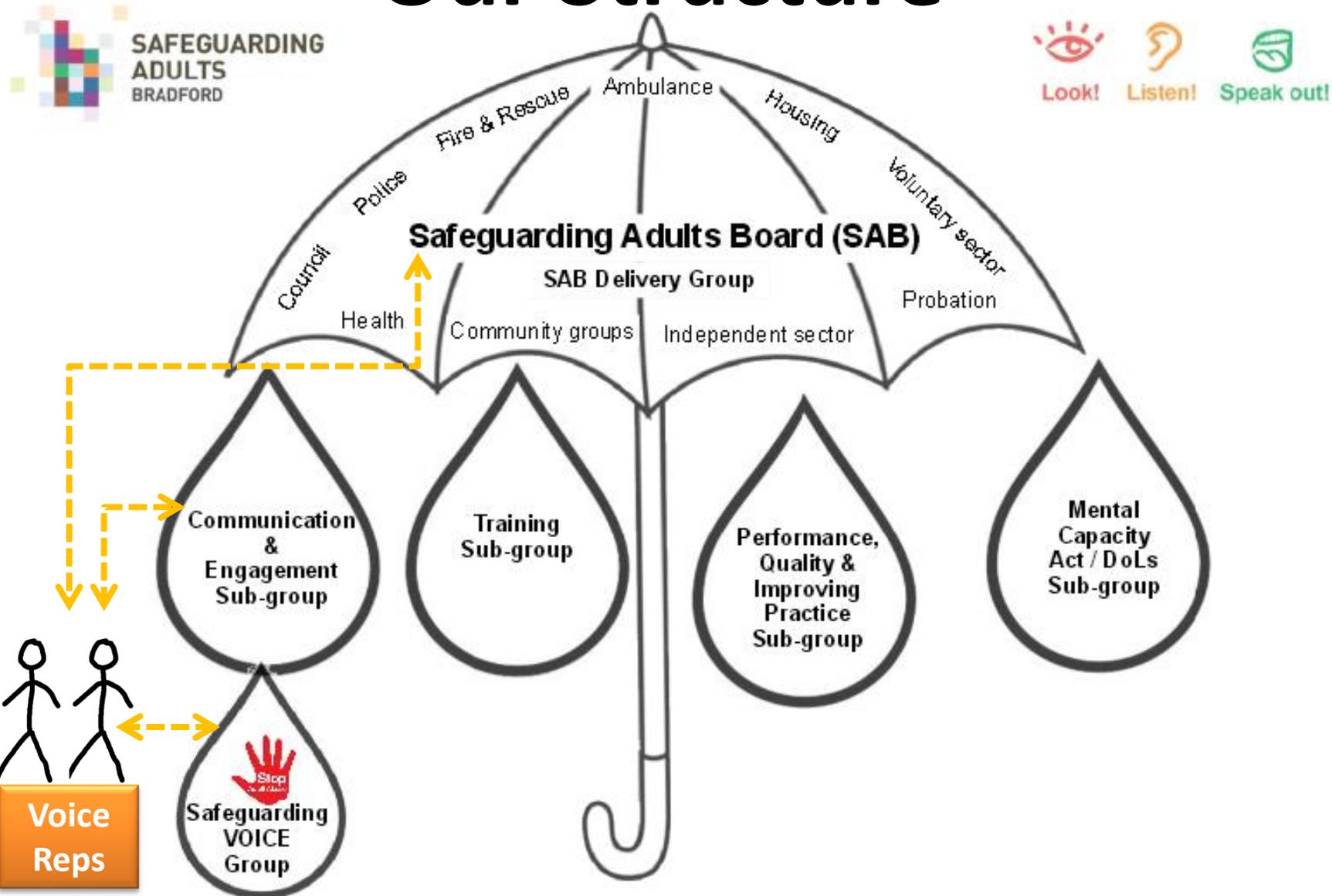
<https://www.local.gov.uk/making-safeguarding-personal-supporting-increased-involvement-services-users>

Bradford's Safeguarding Voice

“Listening to adults at risk of abuse, helping them speak up and keeping everyone safe”



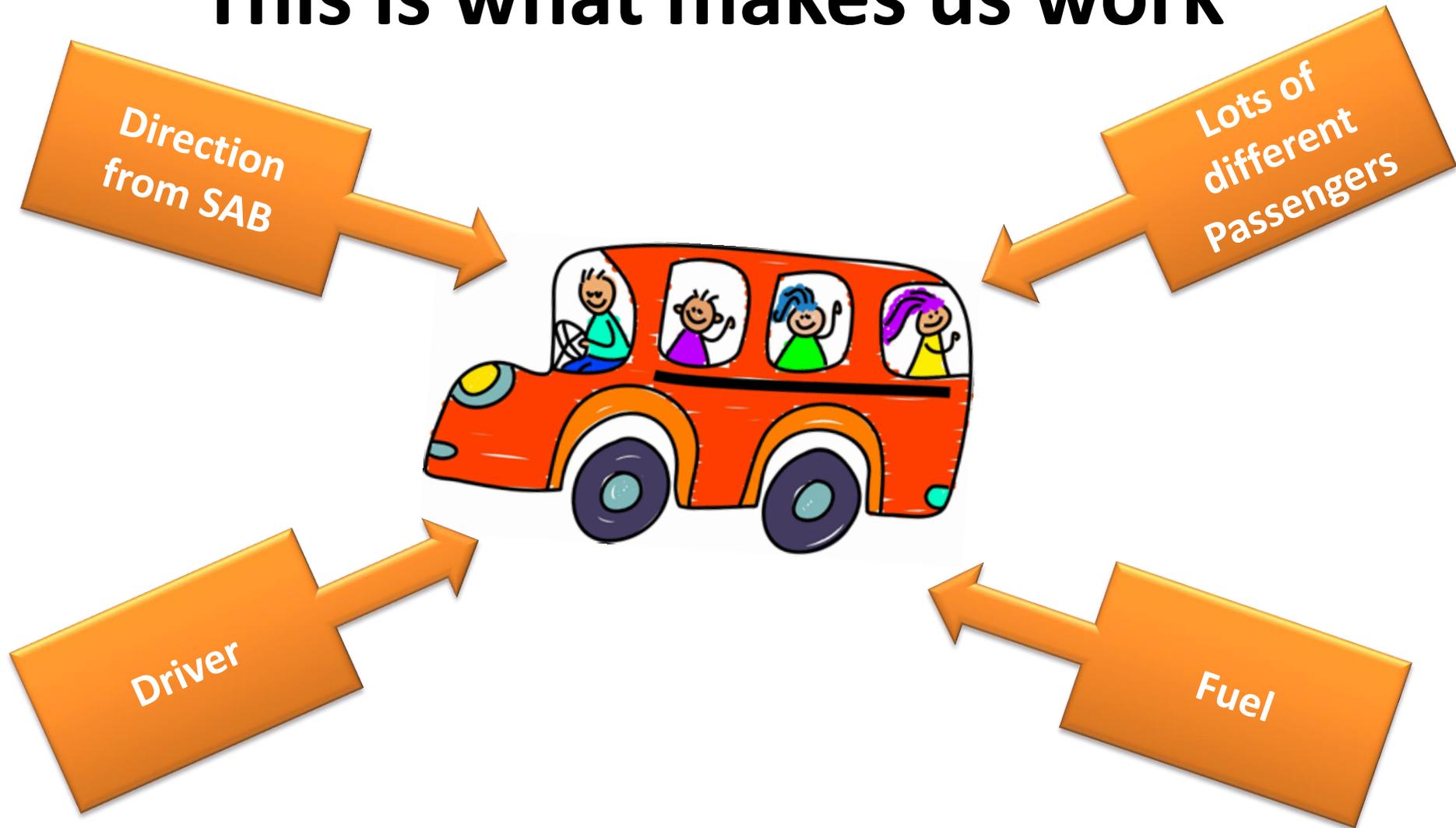
Our Structure



The Chairs of all the Sub-groups sit on the SAB Delivery Group, they report to SAB on all the work that their Sub-group does.

Our Journey...

This is what makes us work



Our Top Tips...

Look! Listen! Speak out!

I never get the medicine I need on time
 He pinches me when no one is looking
 She hits me
 They give me food I can't eat
 I can't choose how to spend my money
 She bullies me
 They call me names but on line
 I don't like being touched in that way
 I am different
 He takes my money and things

"Who can make this Stop"

See it? Hear it? Report it. **Stop Adult Abuse**

Call West Yorkshire Police on 101
 Textphone 18001 101
 In an emergency call 999

Report abuse online at
www.bradford.gov.uk/makeanalert
 or call 01274 435400

WEST YORKSHIRE POLICE
City of Bradford MDC
www.bradford.gov.uk

SAFEGUARDING ADULTS BRADFORD

All abuse should be reported
 There's a lot of support out there
 Abuse is wrong
 Everybody has a right to be safe
 If you don't like it, it could be abuse
 It's not your fault
 Speak to someone who you can trust
 Talk to the police, a social worker, support worker, your doctor, nurse or nurse

"Go to someone who can help"

See it? Hear it? Report it. **Stop Adult Abuse**

Call West Yorkshire Police on 101
 Textphone 18001 101
 In an emergency call 999

Report abuse online at
www.bradford.gov.uk/makeanalert
 or call 01274 435400

WEST YORKSHIRE POLICE
City of Bradford MDC
www.bradford.gov.uk

- To have service users on the SAB
- Invest in solid infrastructure
- Co-produce everything
- Empower and give independence to group to come up with solutions

CORNWALL & THE ISLES OF SCILLY SAFEGUARDING ADULTS BOARD



1. Listen to service users and carers to improve services.



6. Embed Making Safeguarding Personal in the way we work.

**Developing our approach to
engagement and Making
Safeguarding Personal**

Our priorities



You can access our short 3 year strategy by clicking this link:

<https://www.cornwall.gov.uk/media/30951580/sab-strategy-2017-2020.pdf>





Sarah.scoltock@cornwall.gov.uk

would be pleased to hear from other SABs who wish to work with her to develop this aspect of SAB work.

**Table discussions to share best practice.
Discuss how to move forward and identify
what further resources need to be
developed to support user involvement in
Safeguarding Adults Boards**

Table discussions

- What experience is there round the table where Boards have been successful in user engagement? Can the group pick out the vital ingredients for effective user engagement? What support and development might service users need in order to increase their effectiveness? From the experience around the table, what has worked in your area?
 - How can the learning from Safeguarding Adults Boards be best disseminated to the local community to increase awareness and build resilience? How can the community and people who may be in need of safeguarding support inform the Board? How can we best connect one to the other?
 - What can be done to build on the best practice already identified ...3 key points?
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What are the key messages that have come out today?

Making User Involvement **EFFECTIVE** in Safeguarding Adults Boards



Contact for more information

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