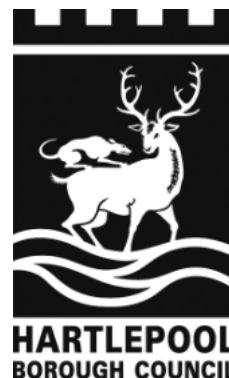


ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA



Monday 28th March 2011

at 2.00pm

**in Committee Room B,
Civic Centre, Hartlepool**

MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

Councillors Atkinson, Fleet, Griffin, Ingham, Law ton, A Marshall, McKenna, Preece, and Shaw

Resident Representatives: Christine Blakey and Evelyn Leck

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To confirm the minutes of the meeting of Adult and Community Services Scrutiny Forum held on 28th February 2011

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items.

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY
FRAMEWORK DOCUMENTS**

No items.

7. **ITEMS FOR DISCUSSION**

- 7.1 Six Monthly Monitoring of agreed Adult and Community Services Scrutiny
Forum's Recommendations – *Scrutiny Support Officer*

Scrutiny Investigation into 'Safeguarding of Adults'

- 7.2 Draft Final Report into Safeguarding of Adults - *Scrutiny Support Officer*

Elected Member Visits to Care Homes for Adults

- 7.3 Elected Member Visits to Care Homes for Adults – *Commissioned Services
Manager*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

MINUTES

28 February 2011

The meeting commenced at 2.00 pm in the Civic Centre, Hartlepool

Present:

Councillor: Jane Shaw (In the Chair)

Councillors: Mary Fleet, Sheila Griffin, Peter Ingham, Patricia Lawton, Ann Marshall and Arthur Preece.

Resident Representatives:
Evelyn Leck

Also Present: Mick Walker, Teeswide Safeguarding Vulnerable Adults Board
Zoe Sherry, LINKs

Officers: Jill Harrison, Assistant Director, Adult Social Care
John Lovatt, Head of Service, Adult Social Care
Phil Homsby, Head of Service, Adult Social Care
Angela Hunter, Principal Democratic Services Officer

61. Apologies for Absence

None.

62. Declarations of interest by Members

None.

63. Minutes of the meeting held on 17 January 2011

Confirmed.

The Scrutiny Support Officer confirmed that information relating to the occupancy at Hartfields and Laurel Gardens had been circulated to Members.

64. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

65. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

66. Consideration of progress reports/budget and policy framework documents

None.

67. Scrutiny Investigation into ‘Safeguarding of Vulnerable Adults’ – Evidence from Child and Adult Services Department *(Scrutiny Support Officer)*

The Scrutiny Support Officer confirmed that the Head of Service (Adult Social Care) was in attendance to provide evidence in relation to the on-going investigation into Adult Safeguarding. The Head of Service gave a detailed and comprehensive presentation which detailed the Hartlepool Strategic Framework for managing risk and safeguarding people at risk from significant harm. This included the Hartlepool Vulnerable Adult Protection Committee and a number of sub groups. Details of the departmental structures for adult safeguarding of Salford, Middlesbrough and Hartlepool were provided for comparative purposes.

A summary of the activity levels across all services was provided and highlighted a marked increase in activity across all adult social care services. Members were asked to be mindful of the service delivery option reviews due to be undertaken in 2011-12 across Safeguarding and Assessment and Care Management which were to provide an efficiency in the region of £200,000.

A discussion ensued which included the following issues:

- (i) A Member questioned whether only caseworkers submitted cases for review to the complex case reference group? The Head of Service indicated that cases would be discussed during supervision meetings and then forwarded to the Safeguarding Unit. The importance of all relevant agencies such as Police, Connected Care and the Housing provider being involved in any case review was emphasised.
- (ii) Clarification was sought on how the caseworker would be aware of which agencies were already dealing with a service user at any one time? The

Head of Service commented that the complex case reference group would always ensure the appropriate agencies were involved and communicating effectively.

- (iii) Members questioned whether it was flagged up anywhere if a case worker had been unable to see a vulnerable adult / child after a number of visits as had occurred in previous high profile child abuse cases? The Head of Service indicated that there was a lot to learn from previous cases and that if people were unwilling to engage, the local authority were not able to 'no further action' these cases any more and had to pursue them.
- (iv) A Member sought clarification on the remit of the social care officers visits to care homes? The Head of Service confirmed that general cleanliness around the home was the responsibility of the Care Quality Commission and this was monitored in partnership with the Commissioned Services Team who monitor the homes on an annual basis. The issue of monitoring medication formed part of the safeguarding action plan and was undertaken with advice from the Primary Care Trust. Members were asked to note that there were 650 people in care homes in the town and the correct balance of any monitoring being effective while not intrusive was very important.
- (v) A resident representative questioned the staffing level of Cleveland Police in relation to safeguarding. The Head of Service commented that Cleveland Police were facing difficult budgetary pressures as was the local authority during these challenging times. However, Members were asked to note that the working relationship on an operational basis with the Police was excellent.
- (vi) A Member questioned whether the responsibilities of the Strategic Lead in the local authority were too much for one person. The Head of Service responded that with the support of the Adult Protection Committee and everyone across the Tees Valley taking responsibility for their areas, it was manageable if resourced properly. In response to this, it was suggested that Members should be informed should any issues arise that may cause operational difficulties in this area.
- (vii) In relation to visits to homes, a Member questioned how often the visits were undertaken and if all homes were visited in any one year? The Head of Service confirmed that in Hartlepool there were three officers with approximately 10 designated homes each to visit working with the community matrons from the NHS. This process and partnership working enabled more in depth discussions with the aim of improving quality service provision with every home getting many visits during any one year.
- (viii) In response to a question from a Member, the Head of Service confirmed that all 650 residents of care homes have a statutory review undertaken each year and the person was notified of this in advance. The Social Care Officers who have responsibility for around 10 care homes visit the homes regularly and may visit residents on a more informal basis whilst in a home doing a statutory review for another resident.
- (ix) A resident representative questioned whether there was a fast-track system in place for people seeking help with their care needs. The Head of Service confirmed that work was underway on a model to take account

of the welfare of people seeking help. This was in conjunction with the third sector, NHS, general practitioners etc around a reablement approach. Once this system was resourced, it would be more inclusive for people on discharge or through a multi-link service.

The Head of Service was thanked for the informative presentation and for answering Members' questions.

Recommended

The presentation and discussion that followed would be used to inform the investigation into Safeguarding of Adults.

68. Scrutiny Investigation into 'Safeguarding of Vulnerable Adults' – Evidence from the Teeswide Safeguarding Vulnerable Adults Board *(Scrutiny Support Officer)*

The Scrutiny Support Officer informed Members that the Business Manager from the Teeswide Safeguarding Vulnerable Adults Board was in attendance to provide evidence in relation to the ongoing investigation into 'Safeguarding of Adults'. The Business Manager provided the history to the Board's creation and confirmed that the key aim was to combine the forces of health, fire authorities, local authorities and police on a Teeswide basis to deliver the local agenda.

Details of the composition of the Board and the sub-groups were discussed and it was noted that the Board met on a quarterly basis with an annual report produced which detailed the attendances of the various agencies involved. Each agency would be invited on a rotational basis to provide an update on how safeguarding was implemented within their own organisation. One of the key benefits of the Board was that it enabled effective communication across all the authorities and agencies within the Teeswide area highlighting problems and issues and enabling a more efficient approach to safeguarding.

Members were asked to note that the Board were currently developing a reference group consisting of eight representatives from LINK organisations to consult with users and carers direct. It was noted that any performance indicators to be implemented had yet to be agreed and it was hoped that the elected Members and officers appointed to the Board would feed back information to their own organisations.

Members were pleased to note that as highlighted in a previous meeting, the contribution from other agencies had been included to ensure it was a worthwhile process. It was suggested that if the Board felt that this Scrutiny Forum could be of further assistance in the future, to let the Chair or Scrutiny Support Officer know.

The representative from the Teeswide Safeguarding Vulnerable Adults Board

was thanked for his informative presentation and for answering Members' questions.

Recommended

The presentation and discussion that followed would be used to inform the investigation into Safeguarding of Adults.

69. Scrutiny Investigation into 'Safeguarding of Vulnerable Adults' – Feedback from Members' visit to the Adult Protection Committee *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a report which included a summary of the responses given by the Adult Protection Committee at its meeting on 15 February 2011 to the questions put by Members in attendance at the meeting of this Forum on 13 December 2010. An additional two questions were submitted to the Adult Protection Committee and these responses would be circulated to Members in advance of the next meeting of the Forum.

The Members who attended indicated it was very interesting and gave a brief summary of the issues discussed. The appointment of an independent chair had been discussed and it had been noted that this would cost around £500 per day. Members felt very strongly that an independent chair was needed, however they would be very reluctant to pay such a fee, especially in view of the current budgetary situation.

A discussion ensued during which the following issues were raised:

- (i) Although it was acknowledged that the relevant portfolio holder was invited to the Adult Protection Committee meetings, it was suggested that the Committee's views be sought on inviting additional back bench Members to ensure all Members of the authority were kept informed.
- (ii) A Member questioned the reference to a reduction in the area based grant in relation to training. The Assistant Director, (Adult Social Care) confirmed that previously there was a ring fenced grant for workforce development but as this reduced it would need to be monitored to ensure sufficient funding was in place with a view to possible recharging in the future.
- (iii) Further details were requested on how much this area was being subsidised? The Head of Service indicated he would ascertain this information and feed it back to the Forum.
- (iv) It was suggested that the Adult Protection Committee update scrutiny on a regular basis. The Assistant Director, (Adult Social Care) commented that quarterly reports were provided to the relevant portfolio holder and suggested that these reports also be submitted to the relevant Scrutiny Forum.
- (v) A resident representative questioned whether all the agencies involved were operating to the same standard of service provision. The Head of Service confirmed that the most appropriate agency would take the lead

and co-ordinate all other relevant agencies involved taking responsibility for their own area.

Recommended

- (i) The feedback and discussion that followed would be used to inform the investigation into Safeguarding of Adults.
- (ii) The view of the Adult Protection Committee be sought on widening the invitation to the Committee to involve scrutiny Members and reported back to this Forum at a later date.
- (iii) Quarterly reports to the Portfolio Holder for Adult and Health Services are submitted to the relevant scrutiny forum where appropriate.

70. Scrutiny Investigation into ‘Safeguarding of Vulnerable Adults’ – Written Evidence from the Hartlepool General Practitioner Commissioning Consortium Steering Group and the Cleveland Police Vulnerability Unit *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a report which included written evidence submitted by key stakeholders to the forum in relation to ‘Safeguarding of Adults’ investigation. Responses had been received from the Hartlepool General Practitioner Commissioning Consortium Steering Group and Cleveland Police Vulnerability Unit.

Recommended

The responses received be used to inform the investigation into Safeguarding Adults.

71. Scrutiny Investigation into ‘Safeguarding of Vulnerable Adults’ – Responses to Adult Safeguarding Questionnaire *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a report which included responses received from local groups to a scrutiny questionnaire on adult safeguarding services that had been circulated for consideration in relation to the investigation into ‘Safeguarding of Adults’.

Recommended

The responses received be used to inform the investigation into Safeguarding Adults.

72. Elected Member Visits to Care Homes for Adults (Commissioned Services Manager)

The Head of Service, Adult Social Care presented a report which provided an overview of the current inspections, visits and surveys of care homes for adults within the Borough. The report also included a proposal which outlined how Elected Members could become involved in contributing to the evaluation of care homes for adults in the Borough that were in contractual arrangements with the Council.

A discussion ensued in which the following issues were raised:

- (i) In response to comments from Members, the Head of Service indicated that there were merits to both announced and unannounced visits and added that Members were able to visit homes within their wards as part of their Elected Member responsibilities.
- (ii) A Member sought clarification on the responsibility of the annual medication audits that were currently undertaken by the Primary Care Trust. The Head of Service confirmed that the Care Quality Commission would continue to undertake medication audits as part of its regulatory responsibility and the management of the homes had a legal responsibility to ensure that the medication given to residents in the homes was managed properly. It was suggested that this may be an area that could be looked at by the GP Consortia.
- (iii) It was noted that LINKs already do visits to homes and a Member suggested that Members may wish to be part of these visits. However, some Members considered that if Members visited the homes separately to LINKs this may be an additional way of identifying any issues that need to be addressed.
- (iv) The Head of Service confirmed that any Members visiting homes would need to undertake Criminal Records Bureau checks and it was noted that the majority of Members already had these checks in place. However, whether these checks were in place would need to be confirmed prior to any visits taking place.
- (v) In addition to the comments above in relation to medication, the Head of Service confirmed that there was a requirement to monitor and record the medication administered to residents in homes and due to the level of responsibility of this particular task, the staff administering the medication had to be of a certain grade or above to undertake those duties.

The Chair thanked the Head of Service for answering Members' questions and it was suggested that a further report be submitted to the Forum examining the practicalities of undertaking visits to care homes.

Recommended

That a further report be submitted to the Forum examining the practicalities of Members undertaking visits to care homes.

73. Issues Identified from the Forward Plan

None.

74. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 3.56 pm

CHAIR

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

28 March 2011



Report of: Scrutiny Support Officer

Subject: SIX MONTHLY MONITORING OF AGREED ADULT
AND COMMUNITY SERVICES SCRUTINY FORUM'S
RECOMMENDATIONS

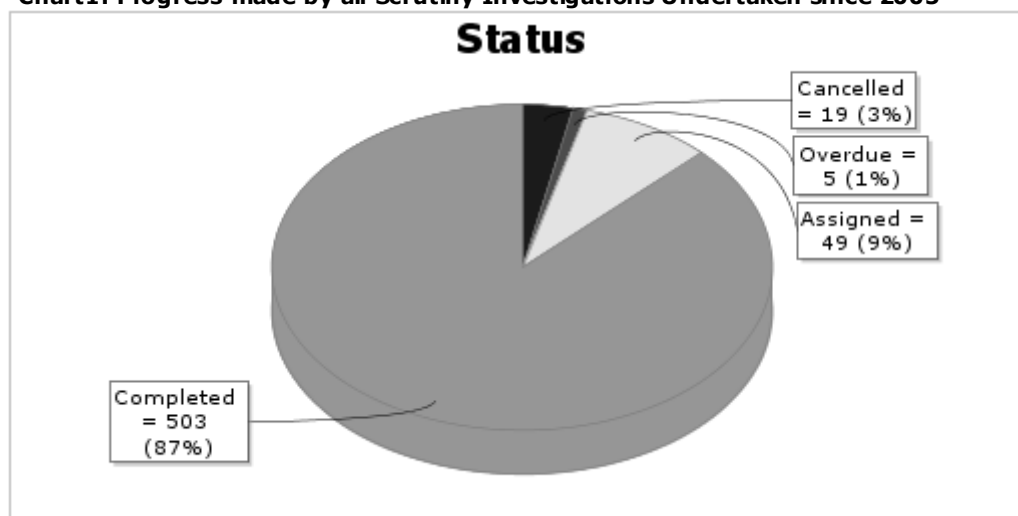
1. PURPOSE OF REPORT

- 1.1 To provide Members with the six monthly progress made on the delivery of the agreed scrutiny recommendations of this Forum.

2. BACKGROUND INFORMATION

- 2.1 In November 2007 the Scrutiny Co-ordinating Committee approved the introduction of the Scrutiny Monitoring Database, an electronic database, to monitor the delivery of agreed scrutiny recommendations since the 2005/06 Municipal Year.
- 2.2 In March 2010 Scrutiny Chairs noted and agreed for the movement of the Scrutiny Monitoring Database into the Covalent, which is the Council's Performance Management System.
- 2.3 In accordance with the agreed procedure, this report provides for Members details of progress made against each of the investigations undertaken by the Forum. **Chart1** overleaf is the overall progress made by all scrutiny forums since 2005. **Appendix A** provides a detailed explanation of progress made against each scrutiny recommendation agreed by this Forum since the last update to this Forum on 13 September 2010.

Chart1: Progress made by all Scrutiny Investigations Undertaken since 2005



3. RECOMMENDATIONS

3.1 That Members:-

- (a) Note progress against the Adult and Community Services Scrutiny Forum's agreed recommendations, since the 2005/06 Municipal Year, and explore further where appropriate; and
- (b) Retain **Appendix A** for future reference.

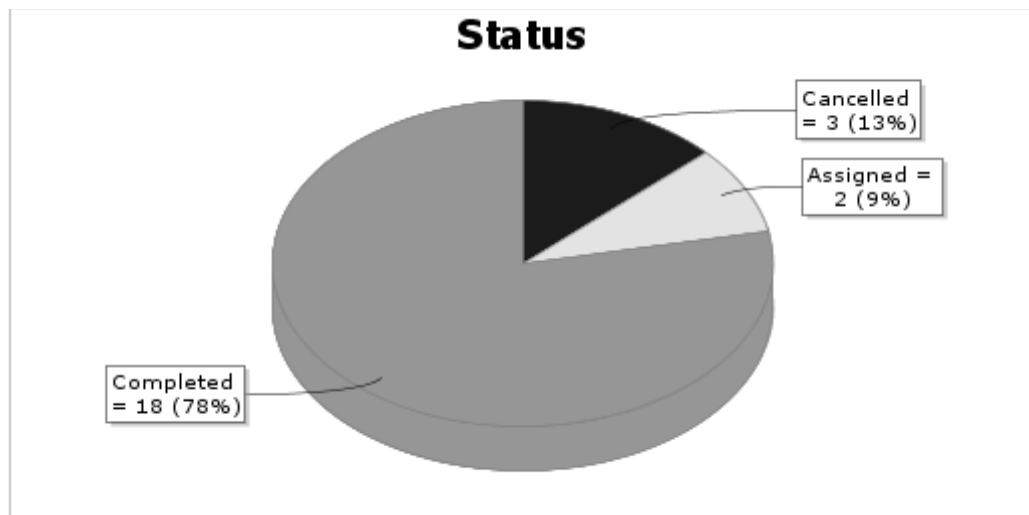
Contact Officer:- Elaine Hind – Scrutiny Support Officer
 Chief Executive's Department - Corporate Strategy
 Hartlepool Borough Council
 Tel: 01429 523647
 Email: Elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Adult & Community Services Scrutiny Forum - All

Generated on: 17 March 2011



Year 2008/09

Investigation Access to Recreation Facilities for Vulnerable / Older People

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-ACS/6g That the Council considers the value of partnership working in any future plans for the building of a new	SCR-ACS/6g Discussions have already been held with potential key partners regarding the redevelopment of the physical infrastructure of the MHLC site. As detailed in recent Cabinet reports,	John Mennear	01 Aug 2009	30 Sep 2011	08 Mar 2011 Due to liquidation of partners of the company involved in developments, there has been a slight delay in the process. Property Services are managing	<div> <div></div> <div>00%</div> </div> Assigned

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
leisure facility within Hartlepool.	It is intended to engage with consultants with the necessary expertise to take the plan to the next level, primarily around the procurement and management of such a development.				<p>the consultations and outcomes of this action, but the action is still expected to be achieved.</p> <p>20 Jan 2011 DTZ report referred for additional info relating to 'market testing'. review awaited. (John Menear 20.1.11)</p> <p>22 Oct 2010 -- enter new status update -- DTZ have reported their first draft and a steering group is being arranged. Not making as quick progress as anticipated.</p> <p>19 Jul 2010 -- DTZ are undertaking consultations into the redevelopment options for the MHLC site including consulting with partner organisations present on site.</p> <p>23 Feb 2010 The advert to secure a consultancy has resulted in a strong shortlist and selection to appointments is underway. This will enable progress to be made on the capital scheme. In the meantime improvements to the changing facilities to Mill House Leisure Centre are underway and will enable better facilities in</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
					the short term.		

Year 2009/10
Investigation Putting People First

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-ACS/7b That the Council publicise the services which are available through self directed support along with the associated costs and how to access these services;	SCR-ACS/7b <p>The Council will continue to publicise the range of services available in the area through public information leaflets, the HBC website, Hartlepool Now, Hartbeat and the local press.</p> <p>People who are eligible for social care services (other than those in crisis) will continue to be offered self directed support and a personal budget and provided with information about services available and the associated costs.</p>	Leigh Keeble; John Lovatt	01 Mar 2011	01 Dec 2011	<p>07 Mar 2011 Promotion of Hartlepool Now has continued. The awareness of the site amongst the voluntary and community sector has increased with organisations now coming forward and information to include on the site. Events in libraries and voluntary and community sectors are published online and stories have been developed from a number of areas including: the Timbank, young people at Manor College, the Centre for Independent Living; equipment to maintain independent living; the Learning Disability visioning day; and health trainers.</p> <p>Discussions have taken place with the company Octagon on producing information on residential care and extra care schemes in</p>	<div> <div></div> <div>80%</div> </div> Assigned	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>the town. Octagon will produce a brochure detailing the options together with a range of information about accessing social care and protecting vulnerable adults. The cost of the production of the brochure will be covered by advertising. The brochure will be produced every 6 months and will be distributed widely across the town. The service user focus group were consulted on the layout of the brochure.</p> <p>Work has continued on developed information sheets about the different job roles in the department. The feedback from the service user focus group on this work was extremely positive.</p> <p>The department provides information for inclusion in each edition of Hartbeat. This has included stories on: the Centre for Independent Living; Roots to Employment; Hartlepool Now; the Ship in the Shop information project and opening of Laurel Gardens Extra</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>Care Scheme.</p> <p>Work is also ongoing on exploring how we can make use of social media technology such as Facebook and Twitter to promote our services and involve hard to reach groups in service design.</p> <p>29 Sep 2010 The focus on Hartlepool Now as the main source of information on services available in the area has continued. Work has taken place promoting Hartlepool Now. A Life Channel campaign has been broadcast in GP surgeries and schools across the town and a number of advertisements placed in Hartbeat to raise awareness of the site and its content. Work is ongoing with frontline staff including those in libraries and the Contact Centre, demonstrating the site and promoting its use as an information source.</p> <p>Analysis of the statistics obtained through Google Analysis of the sites use shows that visits to the site has increased. From 28th</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>August to 28th September there were over 800 visits to the site with 560 of those being new visits. Over 300 visits were return visits. Whilst the majority of visits were via search engines, over 200 were as a result of directly typing in the web address. These statistics suggest that the address of the site is becoming more well known and perhaps more encouragingly, that some people are returning to the site. During the next quarter we are going to add an online poll to the site and encourage the visitors to answer questions on why they are visiting the site and the quality of information available.</p> <p>The development of the Trades Register which is publicised via Hartlepool Now is progressing. Anchor Trust have processed a number of applications for the scheme and by August 2010 CRB checked tradespeople on the system including a locksmith, gas engineer, plumber, builder and</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>roofer, joiner, wrought iron and fabrication company and jet washing company. There are a number of contractors in the final stages of vetting with Anchor Trust and they will be added to the list shortly. As at August 2010, the total enquiries received by the service was 35. Since the start of the scheme, 8 jobs have been completed with customers reporting that they were very happy with the work and the promptness of the contractors.</p> <p>Anchor Trust are involved in a number of promotion activities for the scheme including attending the Learning Disabilities Partnership Board and Life Chances Partnership Board.</p> <p>Factsheets on the role of staff have been developed and are being presented to the service user focus group in October for their comments and feedback.</p> <p>The Putting People First Communication group</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>has met. The group has identified the role of Hartlepool Now to publicise the services and activities available in the town to help people stay independent in their own homes. Part of the work of the group will be to consider the ongoing developments of Hartlepool Now and possible models for its sustainability.</p> <p>09 Jul 2010 Work continues on the development of Hartlepool Now. We are also continuing to review our public information. In particular, we are working with the service user focus group to develop factsheets on the role of staff, finance information and defining terms used in services.</p> <p>Work to promote services is ongoing. In particular, we are running sessions in the Ship in the Shop including workshops on Hartlepool Now.</p> <p>07 Jul 2010 Communication group set up as part of the Putting People First board. Continued</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					development of Hartlepool Now and the HBC website to publicise the available services.	

Year 2008/09

Investigation Access to Recreation Facilities for Vulnerable / Older People

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-ACS/6a That the Council continues to improve the way in which it raises public awareness of the available recreational activities through the increased promotion of activities on the Council's website and in 'Hartbeat'.	SCR-ACS/6a/i Key Officers identified within each area with the responsibility to submit articles for each edition of Hartbeat. This will allow for a targeted campaign at key groups.	Pat Usher	30 Apr 2009	30 Apr 2009	21 Apr 2010 Other designated Officers within the service area are responsible for the writing & submission of articles for Hartbeat. This work is progressing - Intersting to note that we have experieced circumstances where despite submitting articles, they cannot always be used. We frequently also have to pay for the articles/adverts and budgets are limited.	<div><div>100%</div></div> Completed
SCR-ACS/6a That the Council continues to improve the way in which it raises public awareness of the available recreational activities through the increased promotion of	SCR-ACS/6a/ii Work ongoing within the Department to make greater use of 'Hartlepool Now' website producing information in a more accessible format.	Pat Usher	31 Jul 2009	31 Jul 2009	21 Apr 2010 The Department's Development Section are undertaking this work and the Sport & Recreation Section are making good use of this.	<div><div>100%</div></div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
activities on the Council's website and in 'Hartbeat'.						
SCR-ACS/6b That in continuing to improve the way in which available recreational activities are publicised, the Council ensures that arrangements are formalised for increased promotion of activities in the local press and radio.	SCR-ACS/6b/i New marketing strategy to be developed for the Sport & Recreation service - key responsibility of a new post developed with the management structure, yet to be appointed.	Pat Usher	31 Aug 2009	31 Aug 2010	<p>13 Apr 2010 All on hold at present due to the restructuring of the Sport & Recreation service as from February 1st 2010. Community Centres and Grants have moved to Libraries and Communities and new services transferred include Summerhill, Borough Buildings, Grayfields Recreation Ground, Brinkburn Swimming Pool, Primary Swimming Provision and Carlton Outdoor Education service. New management structure virtually in place - Service review commencing April 1st.</p> <p>23 Feb 2010 Maxine Crutwell, Recreation Development Officer now in post from September 2009. A brief for the development of a marketing strategy has been written and are seeking to procure the work. New branding for the Sport & Recreation service has been developed recently. Timescales have slipped - now expected in 2010.</p>	<div>100%</div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-ACS/6b That in continuing to improve the way in which available recreational activities are publicised, the Council ensures that arrangements are formalised for increased promotion of activities in the local press and radio.	SCR-ACS/6b/ii Greater links are being made with local media as well as Radio Hartlepool and information is sent on a regular basis.	Maxine Crutwell	30 Apr 2009	30 Apr 2009	16 Sep 2010 Quarterly meeting take place with the press office to ensure maximum coverage of Sport and Recreation activities. Recently two slots have been arranged with Hartlepool Radio to discuss Mill House refurbishment / Active Cards and free swims and Sports Development initiatives. Children in Need fundraising events have been highlighted in the Hartlepool Mail and BBC Tees Radio interviewed staff at these events. The Sport and Recreation service has also been highlighted in Hart beat to promote the range of services on offer.	<div><div>100%</div></div> Completed
SCR-ACS/6c That the Council develops easy to read notices detailing forthcoming recreational activities to display in all leisure facilities, community and voluntary group buildings, libraries, doctors surgeries and schools.	SCR-ACS/6c/i As part of the new marketing strategy, this will be developed as a gradual process as and when targeted promotional campaigns are utilised. There are shelf-life implications to consider and the expense of developing these.	Maxine Crutwell	31 Dec 2009	31 Dec 2009	23 Feb 2010 Marketing brief is currently being written and should be completed by Christmas to role out from January 2010 onwards.	<div><div>100%</div></div> Completed
SCR-ACS/6e That the Council	SCR-ACS/6e This is a main area of work for the Section and new	Pat Usher	31 Mar 2010	31 Mar 2010	23 Feb 2010 Work is progressing well in this	<div><div>100%</div></div> Completed

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress	
continues to work in partnership with key organisations to develop new recreational activities / initiatives which will improve the health and well being of the people in Hartlepool.		partnerships for the development of new activities and initiatives are constantly sought. This is very much linked to our service plan for 2009/10 and we will continue to deliver on this to a high level				respect. Wii Fit initiative is now being piloted in several care settings. Partner in a recent event ran by the Department which highlighted all the activities and initiatives available for older people. Refurbishment of the Mill House LC will help improve physical access to the Centre & it's facilities. Member of the Team now attending 50+ Forum meetings.		
SCR-ACS/6f That the Council supports the interim improvement measures and future investment in the town's leisure facilities to maintain and improve access, participation and satisfaction levels.	SCR-ACS/6f	<p>Capital funding of approx. £700k has now been secured by the Section to improve access at MHLC. This will involve the creation of a new 'changing village' as well as a new foyer and reception area. This will build on the recent improvements already made at the site.</p> <p>The recent MORI Household survey already indicates a 4% increase in satisfaction levels with sport and recreation facilities. This is expected to take hartlepool into the top quartile. (tbc)</p>	Pat Usher	31 May 2010	31 May 2010	<p>07 Oct 2010 All works complete</p> <p>13 Jul 2010 Wetside changing village, Health Suite and Reception complete and operational. Conversion of the redundant cafeteria area to a newly equipped fitness suite complete and operational. CHP unit installed but awaiting commissioning.</p> <p>13 Apr 2010 Changing Viallge works virtually complete and should be available soon. Foyer/reception works complete and in use following a 12 day closure in March. Health Suite remedial works ongoing. CHP installation complete as</p>	100%	Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>well as pool tank repairs.</p> <p>Availability of additional funding has made it possible to convert the redundant cafeteria area to a new fitness suite provision with new equipment. Given that work progresses well, this should be available for use by the end of May 2010.</p> <p>23 Feb 2010 Contractors now on site and work has started with the provision of a changing village for the swimming facilities. Once complete, the work will move on to redesigning the foyer/reception area layout. Target completion date for the works is April 2010.</p>	

Year 2008/09

Investigation Quality of Care Home Provision in Hartlepool

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
SCR-ACS/5c That the Council regularly publicises its gradings for individual Care Homes along with	SCR-ACS/5c CSCI reports with gradings are available now, via a link, on the Council's website. http://www.hartlepool.gov.uk/site/scripts/documents_	Phil Hornsby	30 Apr 2010	30 Apr 2010	17 Oct 2010 The Care Quality Commission has discontinued the use of it's previous grading system. The regional work on developing	<div> <div>80%</div> <div>Cancelled</div> </div>

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
the Commission for Social Care Inspection quality ratings on the Council's website.	info.php?categoryID=4120&documentID=925 Further work on aligning the Council's grading of care homes and CSCI ratings				<p>quality standards is in it's pilot testing phase with 2 local authorities in the north east. Officers from Hartlepool have had sight of the quality standards and are awaiting feedback from the pilot sites. It is envisaged that the regional standards can be adopted in Hartlepool by April 2011.</p> <p>16 Jul 2010 The Care Quality Commission will discontinue the use of quality ratings from October 2010. The regional work on developing quality standards for regulated services, including care homes is due for completion in summer 2010. Hartlepool will use these quality standards to determine the gradings for care homes.</p> <p>07 Apr 2010 RIEP project on developing core standards not yet completed causing delay in completion of this action</p> <p>18 Feb 2010 The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due	
SCR-ACS/5d That the Council aligns its care home gradings with the Commission for Social Care Inspection quality ratings to provide an overall grading.	SCR-ACS/5d Work has started with providers to develop the quality gradings approach for care homes for older people	Phil Hornsby	01 Oct 2009	30 Apr 2010	<p>17 Oct 2010 The Care Quality Commission has discontinued the use of it's previous grading system. The regional work on developing quality standards is in it's pilot testing phase with 2 local authorities in the north east. Officers from Hartlepool have had sight of the quality standards and are awaiting feedback from the pilot sites. It is envisaged that the regional standards can be adopted in Hartlepool by April 2011.</p> <p>16 Jul 2010 The Care Quality Commission will discontinue the use of quality ratings from October 2010. The regional work on developing quality standards for regulated services, including care homes is due for completion in summer 2010. Hartlepool will use these quality standards to determine</p>	<div> <div>80%</div> <div>Cancelled</div> </div>

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					the gradings for care homes.	
					07 Apr 2010 The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010.	
					23 Feb 2010 Proposal to introduce a single quality grading system has been put to providers. Officers are researching other LAs approaches to inform Hartlepool's final model. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010.	
SCR-ACS/5g That	SCR-ACS/5g The Portfolio Holder for	Jeanette Willis	01 Jul 2009	01 Jul 2010	08 Mar 2011 Following	<div> <div></div> <div>100%</div> </div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
the Portfolio Holder for Adult and Public Health lobby the Government to review the personal expenses allowance so that it is reflective of a person's needs and abilities.	Adult and Public Health to approach the MP for Hartlepool to seek his support and write to the Department of Health requesting a review of the personal expenses allowance to reflect the person's needs and abilities.				<p>the meeting with the Portfolio Holder held in Autumn 2010, it was identified that Hartlepool's current policy addresses any concerns the Portfolio Holder had around taking into account the needs and abilities of individuals. Hartlepool operates a system of Self Directed Support that ensures plans are made with individuals that take into account the whole of the person's life and not just their care needs. Further action has, therefore, has been deemed unnecessary.</p> <p>23 Feb 2010 A review Hartlepool's policy for disability related expenditure relating to personal allowances for individuals in Care Homes has been completed. A meeting is arranged with Portfolio holder to discuss a way forward.</p>	

Year 2009/10

Investigation Putting People First

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
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Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress	
SCR-ACS/7a That the Council continue to raise awareness of the Putting People First agenda;	SCR-ACS/7a	Jill Harrison	01 Mar 2011	01 Mar 2011	27 Sep 2010 Awareness of the PPF agenda has been raised in a wide variety of ways including: themed meetings of the Health & Wellbeing Partnership, publication of stories on the Hartlepool Now website, focus groups for people using services and carers, planning groups, local implementation teams and partnership boards and local events. Citizen leadership continues to develop and the people going through the programme will have an ongoing role to play in awareness raising and promotion of the choice and control agenda.	<div>100%</div>	Completed
					07 Jul 2010 Awareness of the Putting People First agenda continues to be raised through Hartlepool Now, the Health and Wellbeing Partnership which will focus on Universal Services at the July meeting and the various workstream groups. Citizen leaders are being developed through the Making a Difference programme and will play a role in raising awareness, and an event 'This Time It's		

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					Personal' was held in June to raise awareness of Putting People First and the personalisation agenda for people with mental health needs, carers and professionals.	
SCR-ACS/7c That the Council work in partnership with the relevant organisations, partners and members of the public to deliver all the elements of the Putting People First agenda	SCR-ACS/7c The Putting People First Project Board and the associated work stream groups bring together a range of organisations and partners along with people who use services to ensure that the Putting People First agenda is delivered. There are work stream groups focusing on universal services and early intervention and prevention as well as choice and control and social capital.	Jill Harrison	01 Mar 2011	01 Mar 2011	<p>27 Sep 2010 The Council has worked in partnership with a wide range of organisations and individuals to successfully implement the PPF agenda and achieve the national milestones for delivery. Partners have included health colleagues, voluntary sector groups, user led organisations and people who use services and their carers. Achievements through partnership working include the Centre for Independent Living which will be operational by the end of the year and the Personal Health Budgets pilot (developed in partnership between the Council and NHS Hartlepool) which is now operational and has recently been granted powers to offer health direct payments.</p> <p>07 Jul 2010 The Council continues to work with a</p>	<div>100%</div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					range of partners to deliver the Putting People First agenda. Workstream groups involve representatives from across the Council as well as health partners and voluntary sector groups. Examples of successful partnership working include the development of Personal Health Budgets with the PCT and the development of the Centre for Independent Living, involving voluntary sector groups, local residents and elected members.	
SCR-ACS/7d/i That the Council monitor and evaluate the effect and impact that self directed support has on:- (i) existing providers and their ability to respond to the changing needs of users; and	SCR-ACS/7d/i The impact of self directed support on providers will be monitored through routine contract monitoring, regular provider events and monitoring of the market.	Brian Ayre; Jill Harrison	01 Mar 2011	01 Mar 2011	17 Jan 2011 There are systems in place to ensure that the impact of self directed support on existing providers is monitored. Adult services have signed up to using the Working Together for Change approach in 2011, a method that the Department of Health recommends for reviewing existing services involving people who use the service, carers, providers and care managers. Engagement with existing providers will be maintained	<div> <div>100%</div> <div>Completed</div> </div>

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>through regular provider events and communications. The market will continue to develop in response to identified needs as an increasing number of people access personal budgets and have more choice and control over the services they commission.</p> <p>27 Sep 2010 The impact of self directed support on current providers continues to be reviewed through contract monitoring and provider events. There are a number of examples of new providers coming into the area in response to the PPF agenda and positive examples of existing providers working differently in response to people acting as commissioners of their own support. New methods of working with providers are being explored through the Working Together for Change Project.</p> <p>07 Jul 2010 The impact of self directed support on providers continues to be monitored on an ongoing basis through</p>	

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					routine contract monitoring. Existing providers receive regular updates through provider events and new providers have come into the area as a result of people having more flexibility, choice and control over how their support is provided.	
SCR-ACS/7d/ii That the Council monitor and evaluate the effect and impact that self directed support has on:- (ii) the individuals with a personal budget	SCR-ACS/7d/ii The impact for individuals in terms of choice and control and quality of life is monitored through individual reviews (undertaken at least annually) and in some cases through monitoring of outcomes based contracts (eg home care or extra care).	Jill Harrison; John Lovatt	01 Mar 2011	01 Mar 2011	<p>17 Jan 2011 There are systems in place to ensure that the impact of self directed support on people with personal budgets will be monitored on an ongoing basis through annual reviews, the Working Together for Change approach to reviewing services, focus groups and case sampling. We have also expressed an interest in being a demonstrator site for a new User Experience Questionnaire that has been developed nationally and will be rolled out in 2011.</p> <p>27 Sep 2010 The impact of self directed support on people using personal budgets is monitored through annual reviews which include quality of life measures and identify</p>	<div>100%</div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
					<p>how outcomes are being achieved through self directed support. Feedback from people using personal budgets is very positive. New methods of workign with people accessign services alongside providers to evaluate services and plan for the future are being explored through the Working Together for Change Project.</p> <p>07 Jul 2010 Regular and robust mechanism of reviews is built into the care managment process - this is monitored by monthly and quarterly reports, which is also broken done to individual team level. More comprehensive analysis is underway as part of the 'Putting People First (PPF)' programme to look at the frequency and detail of reviews of those getting self directed support.</p>	
SCR-ACS/7e That the Council explore ways to stimulate and encourage the availability of appropriate services from both smaller and larger providers	SCR-ACS/7e There have already been examples of new providers and services developing within Hartlepool in response to changing needs of people using services, and the flexibility afforded by personal	Jill Harrison	01 Dec 2010	01 Dec 2010	27 Sep 2010 The Council has used tendering processes to attract new providers to work in Hartlepool and will continue to do so. Regular provider events and a regional focus on	<div>100%</div> Completed

Recommendation	Action	Assigned To	Original Due Date	Due Date	Note	Progress
that reflect the evolving needs and requirements of service users.	<p>budgets. This approach will continue to be encouraged through provider information and events, tendering and maintenance of relationships with the voluntary and third sector.</p> <p>The development of the Centre for Independent Living (CIL) during 2010 will encourage a number of voluntary sector groups to come together on a single site, and it is hoped that this will further promote joint working and the development of new services to meet identified needs.</p>				<p>provider development have ensured that providers are aware of the personalisation agenda and have an understanding on how this will impact on commissioning of services in the future. In depth work with a number of providers of learning disability services has enabled people to move from a model of residential care into supported living services with more personalised packages of support and increased choice and control. Work continues to develop extra care housing options and increase use of assistive technologies as alternatives to residential care for older people, including those with dementia.</p> <p>07 Jul 2010 Tenders for services continue to attract potential new providers to work in Hartlepool, including the recent tender for domiciliary support. Market development will continue to be encouraged through provider information and events, tendering and close working with</p>	

Recommendation	Action		Assigned To	Original Due Date	Due Date	Note	Progress	
						the voluntary sector through developments such as the Centre for Independent Living and support for User Led Organisations.		

**ADULT AND COMMUNITY SERVICES SCRUTINY
FORUM**

28 March 2011



Report of: Scrutiny Support Officer

Subject: DRAFT FINAL REPORT – SAFEGUARDING OF
VULNERABLE ADULTS

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Adult and Community Services Scrutiny Forum that the Draft Final Report into 'Safeguarding Vulnerable Adults' will be presented at today's meeting.

2. BACKGROUND INFORMATION

- 2.1 In accordance with the Authority's Access to Information Rules, it has not been possible to include the 'Safeguarding Vulnerable Adults' Draft Final Report within the statutory requirements for the despatch of the agenda and papers for this meeting. The report will be circulated under separate cover in advance of this meeting.

3. RECOMMENDATION

- 3.1 Members are requested to note the content of this report and agree the Draft Final Report into 'Safeguarding Vulnerable Adults' to be circulated under separate cover in advance of this meeting.

Contact Officer:- Elaine Hind – Scrutiny Support Officer
Chief Executive's Department – Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523647
Email: elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.



ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

FINAL REPORT ADULT SAFEGUARDING

MARCH 2011

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

28 March 2011



Report of: Adult and Community Services Scrutiny Forum

Subject: DRAFT FINAL REPORT – ADULT SAFEGUARDING

1. PURPOSE OF REPORT

- 1.1 To present the findings of the Adult and Community Services Scrutiny Forum following its investigation into Adult Safeguarding.

2. SETTING THE SCENE

- 2.1 At the meeting of this Forum on 5 July 2010, Members determined their work programme for the 2010/11 Municipal Year. The issue of 'Safeguarding of Adults' was selected as the Scrutiny topic for consideration during the current Municipal Year. Members suggested that this investigation should form the major in-depth Scrutiny Inquiry for the Forum's 2010/11 work programme.
- 2.2 In 2000, 'No Secrets: Guidance on developing and implementing multi agency protection of vulnerable adults' was introduced by the Department of Health.
- 2.3 No Secrets guidance described abuse as 'the violation of an individual's human and civil rights by any person or persons'. This right is underpinned by the duty, under the Human Rights Act (1998), on public agencies to intervene proportionately to protect the rights of citizen's, the guidance confirm that any intervention must not be excessive in comparison to the risk posed.
- 2.4 No Secrets guidance confirms that a multi-agency approach is required when investigating and intervening in order to safeguard and protect adults at risk of significant harm; with Social Services being the lead co-ordinating agency charged with the responsibility for ensuring, wherever possible, coherent and collaborative working.
- 2.5 The introduction of the No Secrets guidance also led to the creation of Adult Protection Committees and it emphasised the need for local procedures, co-

3. OVERALL AIM OF THE SCRUTINY INVESTIGATION

4. TERMS OF REFERENCE FOR THE SCRUTINY INVESTIGATION

5. MEMBERSHIP OF THE ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

2

Resident Representatives:
Christine Blakey and Evelyn Leck

6.1 Members of the Adult and Community Services Scrutiny Forum met formally from 16 August 2010 to 28 March 2011 to discuss and receive evidence relating to this investigation. A detailed record of the issues raised during these meetings is available from the Council's Democratic Services.

6.2 A brief summary of the methods of investigation are outlined below:-

- (a) Detailed Officer reports and presentations supplemented by verbal evidence;
- (b) Evidence from the Cabinet Member Portfolio Holder for Adult and Public Health Services;
- (c) Presentations and verbal evidence from representatives of Salford and Middlesbrough Councils, NHS Salford and the Teeswide Safeguarding Vulnerable Adults Board;
- (d) Member attendance at the Hartlepool Vulnerable Adult Protection Committee;
- (e) Written evidence received from Cleveland Police North Tees Vulnerability Unit and the General Practitioner Commissioning Consortium Steering Group; and
- (f) The views of local organisations and groups that use services.

**7 OVERALL AIM OF THE PROVISION OF SAFEGUARDING SERVICES,
LEGISLATIVE AND POLICY REQUIREMENTS AND WHAT POSITIVE
OUTCOMES LOOK LIKE**

7.1 At the meeting of the Adult and Community Services Scrutiny Forum on 13 September 2010 Members received detailed evidence from the Head of Service in relation to Adult Safeguarding legislation and policy, the overall aim of the provision of safeguarding services and what positive outcomes look like.

Legislative and Policy Requirements

- 7.2 The Forum noted that safeguarding is subject to numerous and often contradictory pieces of legislation, the key pieces of which are detailed below:-
- NHS Community Care Act 1990
 - Human Rights Act 1998
 - The National Assistance Act 1948 s.29
 - Data Protection Act 1998
 - 'No Secrets' (Department of Health and Home Office 2000)
 - Fair Access To Care Services (Department of Health 2002)
 - Care Standards Act 2000
 - Protection of Vulnerable Adult Scheme (Department of Health 2004) known as the POVA list
 - Safeguarding Vulnerable Groups Act 2006 (replaced POVA)
 - Safeguarding Adults National Framework for Standards of Good Practice (Association of Directors of Social Services 2005)
 - Mental Capacity Act 2005 & Deprivation of Liberties Safeguards
- 7.3 Members learned that 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse' was an important and significantly influential document in the evolution of safeguarding vulnerable adults practice, as it provided the first governmental guidance on developing and implementing policies and procedures to protect adults from abuse. No Secrets was unequivocal that: 'Abuse is a violation of an individual's human and civil rights by any other person/or persons.'
- 7.4 No Secrets was based on the premise that some groups of adults experience a higher prevalence of abuse and neglect than the general population and they are not easily able to access services to enable them to live safer lives. The groups of people targeted were those 'who may be eligible for community care services' and within that group 'who were unable to protect themselves from significant harm' and referred to them as 'vulnerable adults' (NHS Community Care Act 1990).
- 7.5 The Forum were advised that since the publication of 'No Secrets' there has been significant legal and policy changes relating to health and social care. Fair Access to Care Services (Department of Health 2002) stresses risks to independence and wellbeing as the key criteria for determining eligibility for care services and replaces the concept of a 'vulnerable adult' with an assessment of the risk posed by the abuse and neglect to the quality of life of the individual concerned.
- 7.6 Members were informed that 'No Secrets' guidance set in place the foundation for the Association of Directors of Adult Social Services practice recommendations for Safeguarding Adults. This document provided a national framework of standards of good practice and outcomes in adult protection work, aiming to provide guidance and support to the aspirations of

'No Secrets'. The practice recommendations heightened the need for proportionate and measured responses to abuse and neglect of those who may need community services.

- 7.7 In addition to 'No Secrets' guidance the Forum was advised that the introduction of The Mental Capacity Act 2005 (implemented in 2007), aimed to ensure that the rights of disabled people are safeguarded, that those who are incapacitated are protected and to provide better protection to those people who provide care. The Mental Capacity Act now makes it a crime to ill-treat or wilfully neglect someone who lacks capacity. The duty to provide protection to those who do not have the mental capacity to access this for themselves has been made clear with the passing of the Mental Capacity Act 2005, and the associated 'Deprivation of Liberty Safeguards' (DOLS).

Positive Outcomes

- 7.8 At the meeting of the Adult and Community Services Scrutiny Forum on 13 September 2010 Members were keen to explore what a positive outcome looks like with regard to adult safeguarding.
- 7.9 Members formed working groups to examine a series of anonymised case studies and determined what a positive outcome would be in each case. Following the exercise the expected outcomes for the case studies were compared to the actual outcomes. Members commented on the differences between expected and actual outcomes and agreed that adult safeguarding was very complex in nature and had numerous pieces of contradictory legislation surrounding it.

Overall Aim of Safeguarding Services

- 7.10 At the meeting of the Adult and Community Services Scrutiny Forum on 28 February 2011 Members were advised by the Head of Service that the overall aim of safeguarding services is to protect the lives of the most vulnerable in our communities. Members agreed that, whilst the provision of safeguarding services is a challenge under current economic conditions, the local authority must balance its requirement to provide safeguarding services with efficiency savings, as the failure to do so may have very serious consequences.

8 PROVISION AND EFFECTIVENESS OF ADULT SAFEGUARDING SERVICES IN HARTLEPOOL (INCLUDING PARTNERSHIP WORKING)

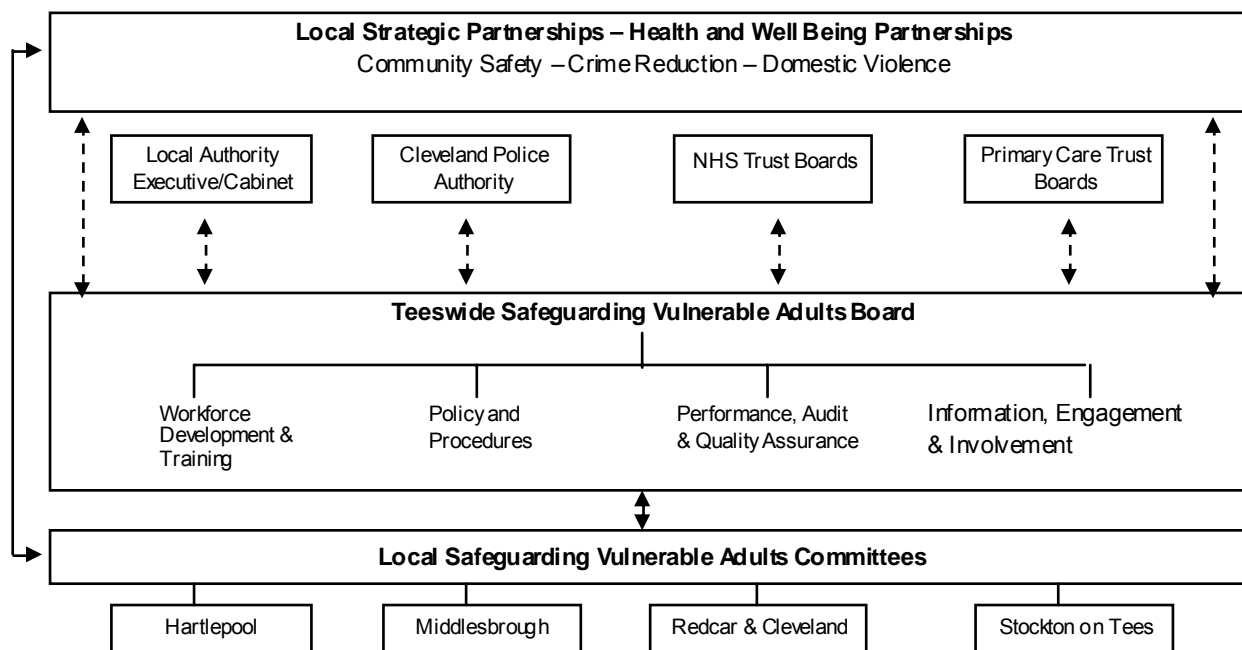
- 8.1 The Adult and Community Services Scrutiny Forum gathered evidence from a number of different sources in relation to the delivery and effectiveness of safeguarding services in Hartlepool. Information considered by Members is detailed as followed:-

Evidence from the Safeguarding Team

- 8.2 At the meeting of the Adult and Community Services Scrutiny Forum on 13 September 2010 the Head of Service provided Members with details of the framework of agencies responsible for the Safeguarding of Adults in Hartlepool, as detailed below in diagram 1:-

Diagram 1

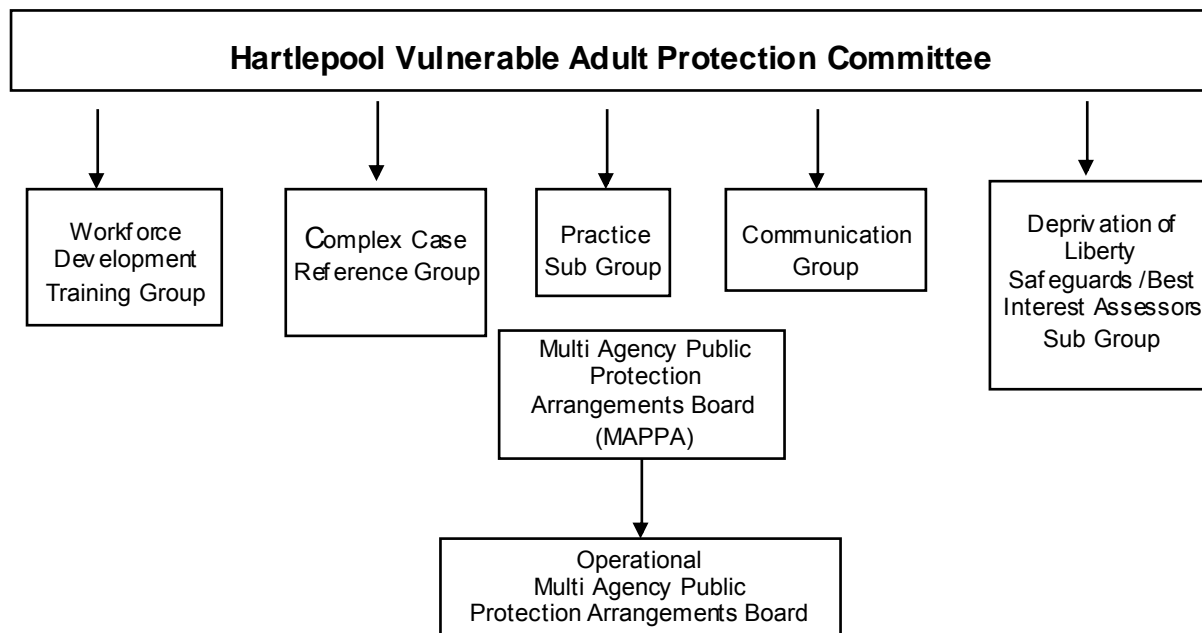
STRATEGIC VULNERABLE ADULT FRAMEWORK MANAGING RISK AND SAFEGUARDING ADULTS AT RISK OF HARM



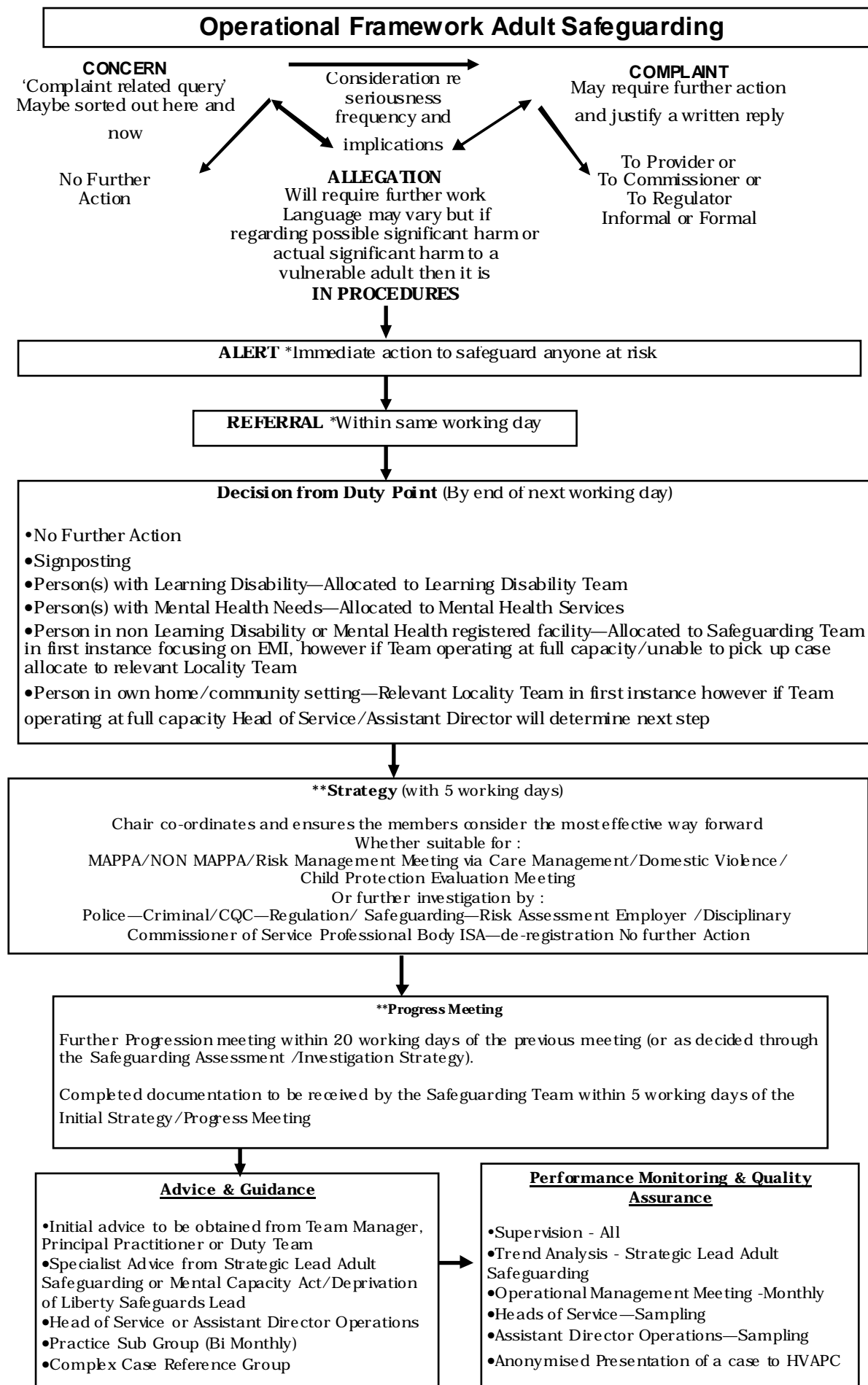
- 8.3 Members learned that in addition to being part of the Teeswide Adult Safeguarding Board each local authority in the Tees Valley also has its own Vulnerable Adult Protection Committee. Hartlepool's committee is chaired by officers from the Child and Adult Services Department and is made up of a range of professionals and stakeholders, who formally represent organisations in the statutory, independent and third sector. The structure of the Hartlepool Vulnerable Adult Protection Committee and its sub groups are highlighted overleaf in diagram 2.

Diagram 2

HARTLEPOOL STRATEGIC FRAMEWORK
 Managing Risk and Safeguarding People at Risk from Significant Harm



- 8.4 The Forum was informed that Hartlepool was the only local authority in the area with a complex case reference group. This group has been meeting on a monthly basis for approximately 10 months and provides a forum for all interested parties to discuss and share their views on a particular case. The group provides advice and direction, especially with regard to the legal aspects of cases.
- 8.5 Members of the Forum were particularly interested in the membership of this group and were concerned that all appropriate agencies should be represented. The Head of Service advised the Forum that were it felt representation from a particular agency was required the case would be adjourned until a time when a representative from that agency was able to attend.
- 8.6 The most serious cases, where there is a risk of violence or a risk to the public, are taken to a Multi Agency Public Protection Arrangements Board (MAPPA) which works alongside the Police to ensure the victim and the public are protected.
- 8.7 Members were also informed that in addition to the sub groups outlined in diagram 2, that the Committee has a safeguarding action plan which identifies actions that should be taken to make improvements in safeguarding and protection of adults, this is also used to monitor performance and measure progress made. The operational framework in place with regard to adult safeguarding as shown overleaf.



- 8.8 Members of the Forum were also provided with the Teeswide Safeguarding Vulnerable Adults Board multi-agency procedures, which detail the specific steps involved in a safeguarding referral and the key roles and responsibilities of those involved in safeguarding.
- 8.9 Members were advised that the safeguarding process, as detailed in the Teeswide Safeguarding Adults Multi Agency Procedures, consist of the following stages:

Stage 1: Alert

Where a member of staff is informed or has concerns that abuse or neglect has occurred or is suspected. The member of staff is the 'alerter' and has a duty to share the information with the person in their organisation responsible for referring.

Stage 2: Referral

Referring is the responsibility of the person who receives the information from the 'alerter'. The 'referrer' will refer all reports of potential abuse or neglect of a vulnerable adult. A referral is made to the Adult Social Care Duty Team or, out of hours, to the Emergency Duty Team.

Stage 3: Safeguarding Procedures Referral

A decision is made as to whether the safeguarding procedures are appropriate to address the concerns of alternative responses are identified.

Stage 4: Strategy

A multi-agency plan is agreed to assess the risk, identify the safeguarding assessment and / or investigation (s) required and instigate a safeguarding plan.

Stage 5: Safeguarding Assessment/Investigation

The safeguarding assessment / investigation(s) are carried out by identified people.

Stage 6: Safeguarding Plan

The safeguarding plan stage includes analysis of concern through evaluation of safeguarding assessment / investigation(s), implementation of the safeguarding plan with the involvement of the vulnerable adult, their advocate and relatives / carers if appropriate and a review of the plan at agreed timescales.

Evidence from the Teeswide Safeguarding Vulnerable Adults Committee

- 8.10 At the meeting of the Adult and Community Services Scrutiny Forum on 28 February 2011 Members considered evidence from the Business Manager from the Teeswide Safeguarding Vulnerable Adults Board.

- 8.11 Members were informed that in 2008 Middlesbrough Council commissioned a report into its safeguarding services. This report made recommendations on actions required to make services fit for purpose, but it also examined strategic capacity and the partnership arrangements required to underpin those arrangements for the foreseeable future.
- 8.12 The report concluded in a key recommendation; that a sensible way to proceed was to combine forces with other councils and partners (notably Cleveland Police and Health Service Partners) on a Teeswide basis to deliver a common strategic agenda. The Teeswide Safeguarding Vulnerable Adults Board was formed on the back of those recommendations.
- 8.13 The first meeting of the Teeswide Safeguarding Vulnerable Adults Board was in May 2009, with the Business Manager coming into post in July 2010.
- 8.14 Members were informed that the Boards strategic agenda is as follows:-
- To develop shared ownership of the safeguarding vulnerable adults agenda across all relevant agencies Teeswide;
 - To implement national guidance for the safeguarding of vulnerable adults;
 - To develop shared responses to national policy initiatives and drivers in relation to the safeguarding of vulnerable adults;
 - To develop, promote, implement and monitor policy, procedures and practice guidance in relation to safeguarding vulnerable adults;
 - To develop a joint training strategy and ensure the joint commissioning of training and a joint approach to workforce development;
 - To ensure the dissemination and analysis of national information, to inform and commission research, to examine the implications of information and research and to make recommendations to improve practice;
 - To ensure learning from serious case reviews, serious untoward incidents (SUIs) and incidents that require reporting is shared and implemented across all relevant agencies;
 - To ensure clear, consistent and robust interface with relevant interagency procedures including Multi-Agency Public Protection Arrangements (MAPPA), Multi-Agency Risk Assessment Conference (MARAC) and Crime and Disorder Reduction Partnerships (CDRP);
 - To ensure monitoring and analysis of statistical data locally, regionally and nationally in order to improve safeguarding outcomes for vulnerable adults Teeswide.

- 8.15 The Forum was advised that the role of the Board is discharged through 4 working groups each chaired by partners of the Board as follows:-

Policy and Procedures Group

Chaired by a representative from the Primary Care Trust. The policies of the Teeswide Safeguarding Vulnerable Adults Board have recently been rewritten and are currently being circulated for signature. The group are currently working on rewriting the procedures of the Board.

Workforce Development Group

Chaired by the Strategic Safeguarding Lead from Middlesbrough Council. The group identifies and co-ordinates the training needs of the members of the Board and which creates efficiencies when compared to commissioning training individually.

Information Engagement and Involvement Group

Chaired by the Head of Service from Hartlepool Borough Council. This group is looking at engaging vulnerable adults for their input to improve services and to link with the current government thinking about the 'softer' outcomes e.g. about people noticing when things go wrong and putting them right, vulnerable adults feeling safe etc, linking to a wider preventative agenda.

Performance Audit and Quality Group

Chaired by the Boards Business Manager. This group examines previous cases for lessons learned. The group is also developing a suite of indicators to allow members of the Board to benchmark their own organisations, which will in turn allow agencies to develop action plans to ensure they are meeting the required levels. This will be carried out across the members of the Teeswide Safeguarding Vulnerable Adults Board.

- 8.16 Members noted that each head of the group provides a progress report to the Board on a quarterly basis detailing the work that has been completed.
- 8.17 The Forum was keen to explore the level of attendance at the Teeswide Safeguarding Vulnerable Adults Board and also whether representatives of organisations who did attend were of an appropriately senior level. Members were advised by the Business Manager that attendance is secured by all agencies signing up to the memo of understanding, which requires the following:-
- Attendance by a named representative who has such seniority that they can commit their organisation and resources to initiatives, the work of the Board etc without reference to others in their respective organisation;
 - A named deputy who has the same seniority within their organisation.
- 8.18 The Forum also learned that attendance is monitored against a target of 100% and where attendance falls to 80% within a rolling 12 month period a letter is sent to the head of the organisation concerned seeking assurance of future commitment to the Board, Members also learned that attendance

figures are published by member, deputy and organisation in the Teeswide Annual Report.

- 8.19 Members were advised that any presentations received at Board meetings are usually from health agencies, the heads of the sub groups and the Business Manager.
- 8.20 The Business Manager has identified that the contribution to board meetings by members is an area that requires further development. One idea being considered is asking each member to present a paper on a rolling basis at the meeting to demonstrate what they are doing to safeguard vulnerable adults. An example of this would be the mapping exercise the fire service is undertaking in Hartlepool. When the Fire Service enters the property of a vulnerable adult a note is made of where that person sleeps, should an incident occur at that address in the future the time taken to locate the person could be shortened. This process was shared at the Board and is now being considered by other Fire Authorities in the Tees Valley.
- 8.21 The priorities for the Teeswide Safeguarding Vulnerable Adults Board are discharged through the 4 subgroups identified at 8.15. The priorities for the forthcoming year are yet to be decided, the Board have however determined a number of initiatives they wish to undertake including the following:-
- Working with the Crown Prosecution Service and the Police to increase the chance of a successful conviction for crimes against vulnerable adults;
 - Development of strategic performance indicators for each service to benchmark themselves against a set of standards;
 - Develop an information sharing protocol with the Care quality Commission in relation to national care home providers, to share areas of concern across the region; and
 - A campaign on Real Radio publicising the abuse of vulnerable adults and providing information about what to do if you suspect a vulnerable adult is being abused.

Evidence from the Portfolio Holder for Adult and Public Health Services

- 8.22 Members of the Forum were delighted to receive evidence from the Portfolio Holder for Adult and Public Health Services at the meeting of the Adult and Community Services Scrutiny Forum on 13 September 2010, regarding his views on the Safeguarding of Adults.
- 8.23 The Portfolio Holder commented on the statutory duties of the local authority to provide adult social care services and the importance of how those services were provided. The Portfolio Holder was of the view that current services were delivered very well and highlighted that the extent and importance of the service was not recognised as a priority of the Council by the general community, as the service was not as visible as other services provided.

- 8.24 The Portfolio Holder was keen to stress that not every eventuality can be planned for, however the speed of the response is important and this cannot be faulted, in his opinion, in Hartlepool.
- 8.25 Reference was made to the positive outcomes resulting from changes in legislation, including the appointment of dignity in care champions, as this has encouraged individuals to report any instances of bad practice or abuse.

Independent Review of Safeguarding Services in Hartlepool

- 8.26 When the Adult and Community Services Scrutiny Forum met on 18 October 2010 Members considered the results of an independent inspection of safeguarding arrangements in Hartlepool that had taken place in March 2009.
- 8.27 The Forum was informed by the Strategic Lead in Safeguarding and Vulnerability, that the inspection had been commissioned to assess the operational arrangements for safeguarding adults in line with standards operated by the Care Standards Commission (now the Care Quality Commission); and to identify and recommend any service changes needed to meet future requirements. The findings of the report were summarised as follows:-
- Arrangements for adultsafeguarding were well established;
 - Practitioners and managers were clear and confident about their role;
 - Supervision and support was evident from files and discussions with practitioners;
 - Files show evidence of audit and supervision;
 - Interagency working was good and relationships were sound; and
 - There was a culture of support from line managers and being able to seek advice and support from other managers and colleagues.
- 8.28 The key recommendations identified are as follows:-
- Stronger links should be established with doctors and other professionals working in general practice;
 - Consideration should be given to the relationship between the Care Programme Approach and adultsafeguarding;
 - That integrated teams consider the role of all of their members to ensure they are fully participating in adultsafeguarding;
 - That guidance is developed on information sharing with service users and their carers and their involvement in adult safeguarding meetings;
 - That consideration is given to the role of the co-ordinator to ensure a balance between operational input and strategic duties for the local authority;
 - That the co-ordinator is asked to undertake or commission regular audits of compliance with timescales, procedures and outcomes and provide regular reports for senior managers; and

- ## Evidence from Cleveland Police North Tees Vulnerability Unit

- 14

- 8.37 The Forum noted that the primary role of the police is to investigate criminal allegations. The police will utilise their powers where necessary to arrest, detain, search or interview suspects. The police will take statements from victims and witnesses and ensure support for victims is given in accordance with the legal requirements of the 'Victim's Code of Practice' (VCOP). When required the services of Scenes of Crime Officers (SOCO) are deployed. The police will build case files to put to the Crown Prosecution Service (CPS). It is the CPS who make the charging decision.
- 8.38 In addition to criminal investigations police will also assist in the safeguarding process. This can include joint home visits with care / medical staff. This is particularly relevant if entering private properties and there is a potential for violence / hostility. Police can enable another professional to carry out their task without interference or intimidation from family members etc.
- 8.39 Abuse against vulnerable adults can take many forms including physical abuse, sexual abuse, financial abuse or wilful neglect. The Mental Capacity Act 2005 introduced the new offence of '*Wilful neglect of a person lacking capacity*' (section 44 MCA).
- 8.40 Members were advised that as this is relatively new legislation very little case law is available. The essence of section 44 is that if a person is *wilfully* neglected (that is with malice or recklessness rather than accidental) then a criminal offence is committed. This is a complex area of law as the police must prove not only that the act is wilful but also that the person lacked capacity. If the victim had some form of capacity then the offence is not made out.
- 8.41 Prosecutions are therefore rare. However a successful section 44 prosecution was conducted in Stockton last year resulting in a suspended prison sentence for the care worker.
- 8.42 The concept of capacity also becomes an issue when gathering medical evidence i.e. *who* is it that 'consents' for an examination of a vulnerable adult if they lack capacity. Police need to discuss fully with all partners (Mental Capacity Advocates / Deprivation of Liberty Safeguards leads or medical professionals) on the proportionality of carrying out what may be a very invasive procedure e.g. an allegation of rape where an extremely serious crime has occurred. An examination will be crucial to the investigation and conviction of an offender, yet the procedure may cause a great deal of distress to the victim.

Evidence from Salford Council and NHS Salford

- 8.43 The Forum was delighted to welcome representatives from Salford Council and NHS Salford to the meeting of the Adult and Community Services Scrutiny Forum on 13 December 2010, to provide evidence in relation to their recent Care Quality Commission inspection, in which they received an

excellent rating with regard to Adult Safeguarding and were assessed as having an excellent capacity to improve.

- 8.44 The Adult Safeguarding Co-ordinator for Salford Council highlighted a number of areas which had been identified by the Care Quality Commission as contributing to the excellent rating received, these included:-
- Good basic safeguarding systems and record keeping;
 - Staff who were keen and confident in their work;
 - A happy workforce;
 - That partnership work with NHS Salford was cutting edge;
 - Work with Greater Manchester Police was exemplary;
 - Work with Sustainable Regeneration was cutting edge; and
 - Quality of partnership working was excellent overall.
- 8.45 The Adult Safeguarding Co-ordinator advised Members that Salford Council were complimented on the fact that the safeguarding policies and procedures were easily readable and that systems were in place to guide staff through difficult and complex situations. The accurate recording of cases was also highlighted as being extremely important and Salford had recently been commended by a high court judge regarding the quality of case information.
- 8.46 As in Hartlepool, Salford operates an Adult Protection Committee which has been in existence for 5 years. The committee has an independent chair from Salford University and has a number of sub groups, the most significant of which are the Mental Capacity Act and Deprivation of Liberty Safeguards group and the Crime and Disorder Reduction Partnership. There is a clear structure of who is accountable to whom.
- 8.47 Members also found the details of partnership working extremely informative. The Adult Safeguarding Co-ordinator detailed the work carried out with the NHS, Greater Manchester Police and Sustainable Regeneration, all of which was described as cutting edge by the Care Quality Commission.
- 8.48 Members were informed that there was a long history of joint working in Salford where nurses, social workers and general practitioners all work together. There are integrated learning disability and mental health services and the older peoples and adults teams sit with district nurses in general practitioners surgeries.
- 8.49 The Forum was interested to learn that Salford Royal NHS Foundation Trust and Greater Manchester West Mental Health NHS Foundation Trust (Salford) had recognised that they, as NHS Trusts, faced elements of risk with regard to the safeguarding agenda and were now firmly on board with partnership working in this area.
- 8.50 Another key partner is Greater Manchester Police (Salford Division). Safeguarding training is given to the Police and there are a number of specific safeguarding officers who are allocated to cases and therefore

understand the agenda clearly. The presence of the police adds seriousness to the incident and makes people re-think their actions.

- 8.51 Members were very interested to learn about police welfare notices, these are issued to Salford Council when an incident has been attended by the Police but no crime committed. If officers are concerned safeguarding intervention may be needed a 'police welfare notice' is issued to the council safeguarding team to investigate. This also works in reverse, where it is common practice to share safeguarding alerts with the police for their views. Members also noted that coroners referred information through to the safeguarding unit, as do the Ambulance Service.
- 8.52 Another example of excellent partnership working was the work with Sustainable Regeneration which provided a platform for social registered landlords and other agency contacts to work together to deliver the citywide vulnerable adult strategy. Housing welfare notices can be issued to the safeguarding team in a similar to police welfare notices, where a landlord feels there may be a need for safeguarding intervention. These notices are a way of sharing information with agencies.

Evidence from Middlesbrough Council

- 8.53 The Adult and Community Services Scrutiny Forum were delighted to welcome the Strategic Lead in Safeguarding Adults from Middlesbrough Council to give evidence to the Forum regarding Middlesbrough's Care Quality Commission Inspection.
- 8.54 Members of the Forum were informed by the Strategic Lead in Safeguarding Adults areas identified as doing well to support outcomes were as follows:-
- Social care activity contributed to community safety and issues around harassment and hate crimes were addressed;
 - People were made safe once alerts received and complex cases were recognised;
 - Issues around mental capacity taken very seriously and good attempts made to deal with legal complexities;
 - Safeguarding issues addressed in contracting arrangements; and
 - Sound foundation and intermediate training given to council staff and providers.
- 8.55 The majority of the areas for improving outcomes relate to partnership working and the need to ensure that:-
- Case practice is of consistent good quality;
 - Integrated mental capacity act services are used appropriately in safeguarding cases;
 - All relevant staff are given advanced safeguarding training;
 - Staff across all sectors are appropriately aware of safeguarding issues and their management; and

- Middlesbrough Safeguarding Committee is supported by robust performance and management information.

8.56 Middlesbrough plan to address the concerns of the Care Quality Commission by introducing a number of measures including:-

- Using a care quality commission tool to review consistency of case practice;
- Enhance minute taking and recording of decisions and discussions and guidelines are available at every meeting;
- Ensure advanced training is delivered where required;
- Conduct an audit of safeguarding awareness;
- Consolidate data collection systems and issue activity reports to the Safeguarding Committee which include analysis of this data; and
- Development of partner agency agreement and roles and responsibilities clarified.

8.57 Members noted that Middlesbrough's priorities were to embed safeguarding across adult social care and the wider council, improve the outcomes of adults at risk and to develop the personalisation of safeguarding.

8.58 The Forum was advised that the implications of the budget cuts were not yet known in Middlesbrough, though the safeguarding unit was very small and so was likely to be protected.

Evidence from the General Practitioner Commissioning Consortium Steering Group

8.59 At the meeting of the Forum on 28 February 2011 Members considered written evidence from the General Practitioner Commissioning Steering Group.

8.60 The Forum noted that GPs through their professional appraisal will ensure that they have received training or updates in relation to specific areas of their development which includes children's safeguarding. As a matter of routine General Practitioners do not undertake training in relation to adult safeguarding, but are aware of issues associated with vulnerable adults and are receptive to ensuring that their knowledge and understanding of adult safeguarding is current.

Member Attendance at the Adult Protection Committee

8.61 Representatives of the Adult and Community Services Scrutiny Forum were delighted to be invited to the meeting of the Hartlepool Vulnerable Adults Protection Committee on 15 February 2011.

8.62 Members were advised that the role of members of the Hartlepool Vulnerable Adults Protection Committee was to work together as inter-agency partnerships to safeguard and promote the welfare of vulnerable

adults, the principles of safeguarding and adult protection work, respect for a person's individuality, dignity, human rights and the right to live their life free from violence and abuse and that this role is discharge through consultation and communication about safeguarding and adult protection issues with local provider organisations, user led groups, carers groups and voluntary organisations.

- 8.63 Members of the Hartlepool Vulnerable Adults Protection Committee also raise awareness within the wider community of the need to safeguard vulnerable adults and promote their welfare and to explain how the wider community can contribute to these objectives and support organisations in their informing and training of employees to carry out their responsibilities in accordance with the Teeswide multi-agency Policy, Procedures and Practice Guidance.
- 8.64 The Hartlepool Vulnerable Adults Protection Committee also collates information which can be used to inform and change multi-agency practice.
- 8.65 The representatives of the Adult and Community Services Scrutiny Forum learned that the Safeguarding Adults / Adult Protection Co-ordinators and all statutory partner agencies are represented on the Hartlepool Vulnerable Adults Protection Committee, these include:-
- Local Authority Department of Adult Social Care;
 - Primary Care Trusts;
 - Cleveland Fire Service;
 - NHS Foundation Trusts; and
 - Cleveland Police.
- 8.66 Additional members include representation from local provider organisations, user led groups, carers groups and voluntary organisations, to ensure a multi agency approach to Safeguarding.
- 8.67 Attendance is recorded at Hartlepool Vulnerable Adult Protection Committee meetings, and highlighted annually in the annual report.
- 8.68 Members also acknowledged that the Committee had recently attempted to strengthen the membership and attendance of the Hartlepool Vulnerable Adults Protection Committee by introducing a Memorandum of Understanding, the purpose of which is to provide a framework to define roles, responsibilities, accountability and authority for all partner agencies.
- 8.69 Members of the Forum were interested to hear the view of the Committee on the challenges facing the provision of safeguarding services going forward.
- 8.70 The Committee agreed that it was a worrying time for everyone as front line services will be affected by budget cuts and there is the potential that more vulnerable citizens would not be identified as requiring services. They felt that there would be an increased need for front line services, not a reduction, due to the ageing population. The Committee also recognised that a greater

number of older carers would be inevitable, with more specialist services required for an increase in the prevalence of dementia.

- 8.71 The Committee also informed Members that at present all the safeguarding foundation awareness training that is commissioned and coordinated on behalf of the committee is funded from area based grant, which will reduce on a yearly basis. Going forward a recharge to users may need to apply for this training. Committee members felt that there was a need to improve the Committee's understanding of what the member organisations are delivering to staff with regards to foundation awareness training.
- 8.72 Members were advised that advanced safeguarding training has a social work focus and is also funded by the Child and Adult Services Department. There are also other courses that have close links to safeguarding including dementia, managing behaviours etc. The Committee needs to consider areas and ensure they are covered in the training programmes in the future.
- 8.73 Members of the Adult and Community Services Scrutiny Forum requested information on how much subsidy the local authority was providing to other agencies for safeguarding training.
- 8.74 The representatives of the Adult and Community Services Scrutiny Forum who attended the meeting of the Hartlepool Vulnerable Adult Protection Committee discussed the membership of the Committee at the meeting of the Forum on 28 February 2011 and noted that whilst the Portfolio Holder for Adult and Public Health Services attended the meeting, there was no representation from backbench members.
- 8.75 Members also felt that it was appropriate for the Adult and Community Services Scrutiny Forum to receive regular updates from the Child and Adult Services Department in relation to the provision of adult services.

9 THE CHALLENGES FACING THE PROVISION OF ADULTS SAFEGUARDING SERVICES IN HARTLEPOOL

- 9.1 The Adult and Community Services Scrutiny Forum gathered evidence from a number of sources to determine the challenges facing the provision of adult safeguarding services, these are detailed overleaf:-

Evidence from the Safeguarding Team

- 9.3 At the meeting of the Adult and Community Services Scrutiny Forum on 18 October 2010 the Forum discussed the challenges facing the provision of Adult Safeguarding Services. Members determined that the greatest challenges came from demographic pressures and the increased numbers of people accessing services, Members also raised concerns regarding people only accessing services once their needs were complex.

- 9.4 Members heard evidence from the Head of Service detailing the challenges identified by the Child and Adult Services Department. It was stressed that the challenges facing the provision of safeguarding services cannot be considered in isolation, as the working environment within which it operates is demanding due to the combined pressures of demography, changes in legislation and the fiscal deficit. Challenges identified included the following:-
- An ageing population, more people with dementia, more people with complex needs;
 - An increase in the number of people exhibiting challenging behaviours as well as people with profound disabilities living longer and requiring more care and intensive support;
 - Increased awareness of adult abuse due to the strengthening of safeguarding procedures for vulnerable adults. The Mental Capacity Act 2005 and the Deprivation of Liberty Standards, whilst welcomed, all impact on the overall workload of social workers and social care officers;
 - The personalisation agenda, self directed support, balancing people's right to choose with the right to protection and the department's statutory duty of care and responsibility for the effective and efficient use of public funds, has greatly increased the complexity of social care;
 - An 18% reduction in the number of social care staff over the last 3 years in addition to some social worker posts reverting to social care officer post and the use of team managers to carry case loads;
 - A 24% increase in the number of people reviewed in the last 3 years;
 - A 10% decline in carers' assessments and reviews over the last 3 years.
- 9.5 The Forum were advised that the Safeguarding Team has a key role in managing and supporting effective safeguarding practices across both the local authority and private/independent sector adult social care services in Hartlepool. In the time span 2007–2010 safeguarding referrals increased by 34%. This increase reflects the considerable resources put into raising awareness across agencies, services and the public in respect of Safeguarding Adults. There has been a 7.4% decline in referrals between April – July 2010 and Members were advised that this may be a result of the safeguarding processes now being 'bedded in' and better understood across the health and social care economy.
- 9.6 Members were informed that Deprivation of Liberty Safeguards (DOLS) referrals increased from 2 in April 2009 (when the new process went live) to 41 in December 2009. The Deprivation of Liberty Safeguards process is a requirement that anyone who may not have the capacity to make a decision, in terms of either accommodation or medical treatment, must be assessed to determine whether they have capacity or not. Where incapacity is shown, then decisions may be taken for them in regards to medication or where they should live. The process is onerous and laid out within the parameters of the Mental Capacity Act 2005.
- 9.7 The Forum learned that the increase in Deprivation of Liberty Safeguards referrals between April - December 2009 reflects the focused resources put into raising awareness of Deprivation of Liberty Safeguards among hospital

and care/nursing home staff. Between January 2010 and July 2010, the number of Deprivation of Liberty Safeguards referrals coming into the Safeguarding Team had reduced by 12%. These numbers may continue to decrease as care homes become more experienced in preventing the need for a Deprivation of Liberty Safeguards referral. However, the predicted rise in the number of people who have dementia may result in Deprivation of Liberty Safeguards referrals remaining at a high level or even increasing.

- 9.8 The Deprivation of Liberty Safeguards framework was implemented by training existing Social Workers to take on the role of Best Interest Assessor (BIA), rather than recruiting any additional staff to meet the additional workload. Initially this negatively impacted on the capacity of Social Workers, as it took time to train the professional staff and therefore the number of appropriately trained staff was limited. However, Members were advised that the Safeguarding Team were now mid-way through a programme of training and were encouraged to note that the available number of Local Authority staff qualified to undertake this time-consuming and complex role has increased.
- 9.9 At the meeting of the Adult and Community Services Forum on 28 February 2011 the Head of Service presented Members with the table overleaf, which highlights the increase in activity in the department between April 2007 and March 2010. Members were advised that the challenges shown overleaf also affect service provision from all partner agencies.

Activity April 2007 – March 2010

Hospital Discharges	Referrals → 20% increase
Locality Based Social Work Teams	Caseloads → 34 % (average) increase
Occupational Therapy	Referrals → 15% increase
Mental Health Service	Referrals → 56% increase
Learning Disability Services	Referrals → 11% increase
Direct Care and Support Service	Referrals → 24% increase
Statutory Reviews	Reviews → 24% increase
Deprivation of Liberty Safeguards	Introduced April 2009 – 163 Assessments

Evidence from the Cleveland Police North Tees Vulnerability Unit

- 9.10 At their meeting on 28 February 2011 members of the Adult and Community Services Scrutiny Forum considered written evidence from Cleveland Police North Tees Vulnerability Unit.
- 9.11 Members noted that with an increasingly elderly population all services are stretched and Policing is no different. The investigation of abuse against vulnerable adults is one of many policing requirements. Allocation of resources must compete with other demands (e.g. Neighbourhood Policing priorities, Safer Hartlepool Partnership priorities, terrorism, drugs etc).
- 9.12 The Forum noted (with concern) that there is only one dedicated vulnerable adult investigator for the whole of the North Tees area (Hartlepool and Stockton) and that it is essential the detective's time must be concentrated on the most appropriate referrals.
- 9.13 Members were advised that in Hartlepool police received 4 referrals in December 2010 and 6 in January 2011. From these there are currently two 'live' investigations. (One for physical abuse, the other financial abuse). However during these same two months police received a total of 33 referrals from Stockton.
- 9.14 The Head of Service informed Members that to have one dedicated vulnerable adult detective for the North Tees was challenging, but on an operation basis the relationship between the police and the safeguarding team was excellent.
- 9.15 Members also noted that if a serious allegation is referred to police (e.g. death by wilful neglect in Stockton in January 2011 or a multiple victim rape allegation in Hartlepool in 2010) then additional officers are allocated and the Detective Inspector is appointed as senior investigating officer.

Evidence from the Portfolio Holder for Adult and Public Health Services

- 9.16 At the meeting of the Adult and Community Services Scrutiny Forum on 13 September 2010 Members welcomed the views of the portfolio holder for Adult and Public Health Services.
- 9.17 The Portfolio Holder outlined what he felt to be the challenges facing the future provision of services, these included current and future budgetary pressures and the content of the recent Health White Paper. The Portfolio Holder raised concerns that the White Paper proposals may be to the detriment of services, he felt that there were benefits of the Council continuing to deliver the service and stressed the importance of retaining the current Health Overview and Scrutiny powers within the Council.

- 9.18 When commenting on the increasing number of safeguarding referrals being made, the Portfolio Holder believed that this could either be due to an increase in instances occurring or an increased awareness of how and when to report concerns. The Portfolio Holder believed it was the latter and that due to the work of the Child and Adult Services Department that people were less afraid to come forward.

10 THE IMPACT OF CURRENT AND FUTURE BUDGET PRESSURES ON THE WAY IN WHICH ADULT SAFEGUARDING SERVICES ARE PROVIDED IN HARTLEPOOL

- 10.1 Members of the Adult and Community Services Scrutiny Forum gathered evidence in relation to the impact of current and future budget pressures on the provision of safeguarding services in Hartlepool. Evidence gathered is detailed as follows:-

Evidence from the Safeguarding Team

- 10.2 At the meeting of the Adult and Community Services Scrutiny Forum on 13 December 2010 Members were informed by the Head of Service of the areas which may impact on the provision of services in the future, these included:-

- The increase in activity (+30% over the last 3 years) leading to an increased risk;
- Budget cuts potentially leading to a reduction in staffing;
- Review of roles and responsibilities of the Police Service potentially leading to a reduced capacity in community policing and potential delays in commencing investigations.

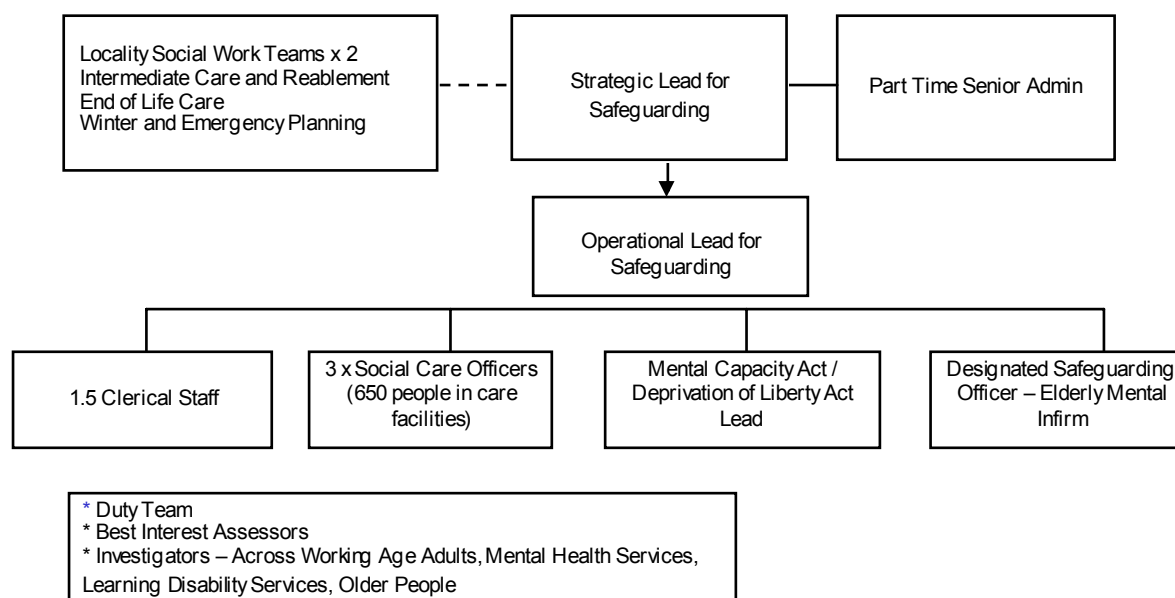
- 10.3 At the meeting of the Forum on 28 February 2011 the Head of Service presented Members with a comparison of Salford, Middlesbrough and Hartlepool safeguarding structures as follows:-

Safeguarding Structures

Salford Council <ul style="list-style-type: none"> • Safeguarding Coordinator • Senior Practitioner Social Worker • Admin Officer • 3 Minute Takers 	Middlesbrough Council <ul style="list-style-type: none"> • Strategic Lead Safeguarding Adults (30 hours) • Adult Protection Coordinator (34 hours) • Adult Protection Support Officer (1.5 posts) 	Hartlepool Council SEE DIAGRAM OVERLEAF
NHS Salford PCT <ul style="list-style-type: none"> • Lead Nurse Adult Safeguarding 	NHS Tees Safeguarding Lead	

Salford Royal Foundation NHS Trust <ul style="list-style-type: none"> Assistant Director of Nursing (Board Member) Modern Matron (Safeguarding Children and Adults) 	James Cook NHS Foundation Trust <ul style="list-style-type: none"> Safeguarding Lead 	North Tees and Hartlepool NHS Foundation Trust <ul style="list-style-type: none"> Safeguarding Lead
Greater Manchester Police <ul style="list-style-type: none"> Detective Inspector Detective Sgt Adult Safeguarding 3 Detective Constables and 6 PC's (who lead all investigations) 	Cleveland Police <ul style="list-style-type: none"> Headed by Detective Inspector 4 Detective Sergeants (2 child, 2 Adult, and Domestic Violence) 20 Detective Constables (10 child, 9 Domestic Violence and 1 dedicated vulnerable adult) 	Cleveland Police <ul style="list-style-type: none"> Headed by Detective Inspector 4 Detective Sergeants (2 child, 2 Adult and Domestic Violence) 20 Detective Constables (10 child, 9 Domestic Violence and 1 dedicated vulnerable adult)
Housing Strategy Principal Manager Safeguarding (Children and Adults)	Middlesbrough Adult Protection Committee has representatives from the Safer Middlesbrough Partnership and the local housing provider	Hartlepool Adult Protection Committee has representation from statutory, independent and voluntary sector.

Adult Social Care Services – Operational Safeguarding Structure



- 10.4 The Forum noted that there is a full time Operational Lead role dedicated to adult safeguarding, supported by a Designated Safeguarding Officer and a Mental Capacity Act / Deprivation of Liberty Safeguards Lead. There are also three Social Care Officers within the Safeguarding and Vulnerability

Team. In addition, some officers in Hartlepool undertake safeguarding work as a part of their role but are not dedicated solely to safeguarding. The Head of Service advised Members that this meant that these officers would not have the same in depth knowledge of case law and were reliant on the Deprivation of Liberty Safeguard Lead Officer and others within the Safeguarding and Vulnerability Team for advice in this area. Knowledge of previous case law is very important in safeguarding as lessons learned from previous cases often impact on action when considering current cases.

- 10.5 The Forum learned that the way the 3 Social Care Officers carried out assessments of peoples care needs had also been revised. Each officer is now allocated 10 care homes to enable them to gain a more detailed knowledge of the service users and also to increase their time and capacity at each home.
- 10.6 The Forum was advised that this model was one other authorities are adopting, such as Durham County Council. However, the Forum noted that this model could only operate properly when given enough resource.
- 10.7 Head of Service outlined the challenges of future service provision as detailed at 9.9 and also provided the Forum with the following details regarding budget cuts:-
- Local authority social care staff declined from 404 in 2007/2008 to 342 in 2009/2010;
 - Managerial spans of control have broadened;
 - Safeguarding and Assessment and Care Management needing to find savings of approximately £200,000 in 2011/12.
- 10.8 Members of the Forum raised concerns that with increasing demographic and budgetary pressures, strategic leads will be over stretched, placing the authority and the vulnerable adults it is required to protect, at risk.
- 10.9 The Head of Service advised Members that the budget situation was only manageable if resourced properly in conjunction with safeguarding partners and all members of the Adult Protection Committee assume the appropriate level of responsibility for safeguarding and organisations do not carry out cuts in isolation, without consideration of the effect on the other members of the committee.

Evidence from the Cleveland Police North Tees Vulnerability Unit

- 10.10 At the meeting of the Adult and Community Services Scrutiny Forum on 28 February 2011 Members considered written evidence from Cleveland Police North Tees Vulnerability Unit.
- 10.11 Members noted that the provision of a 'gate keeping' service and single point of contact is an absolute necessity for the police. It is imperative police can quickly access all services and so need the point of contact to advise and

refer. Without a quality gate keeping service (which exists at present) the concern for the police is that they would receive inappropriate referrals from agencies which, with so little resource in this area would divert them from their primary function.

- 10.12 The Head of Service advised the Forum that the Police were also facing cuts to their budgets and are under as much financial pressure as local authorities. Members noted that cuts to the budgets of partner agencies may have a negative effect on the ability of other partners to provide safeguarding services effectively if carried out in isolation, the Head of Service advised members that all agencies needed to have a conversation around proposed budget cuts and the impact these proposals would have on each others services and that this needed to take place before the cuts took place not after.
- 10.13 Members agreed that a balance needed to be reached between efficiency savings and maintaining a service which is effective at safeguarding vulnerable adults.

11 HOW ADULT SAFEGUARDING SERVICES COULD BE PROVIDED IN THE FUTURE

- 11.1 Members of the Adult and Community Services Scrutiny Forum were keen to explore options for the provision of safeguarding services in the future given demographic and budgetary challenges facing the service. The Forum considered evidence as follows:-

Evidence from Salford Council and NHS Salford

- 11.2 The Adult and Community Services Scrutiny Forum welcomed representatives from Salford Council and NHS Salford to the meeting of the Forum on 13 December 2010.
- 11.3 The Forum noted that safeguarding referrals had increased dramatically in the Salford area over the last 5 years, but as in Hartlepool, they were informed that this was due to the safeguarding awareness training undertaken with all agencies but in particular the Health Service. The Lead Nurse in Adult Safeguarding from NHS Salford identified this training as key to the partnership working within the area of safeguarding, it is now mandatory in PCT staff in NHS Salford to receive safeguarding training.
- 11.4 It is noted that general practitioners have access to safeguarding training but are not required to take it, to encourage take up a general practitioner representative elected from the medical directorate of the Primary Care Trust sits on the Salford Adult Safeguarding Board.
- 11.5 Another key point for Salford was the ability to move to an outcome at any stage of the safeguarding process, rather than having to enter and exit at specific defined points. This enables those involved in safeguarding to move

a case to an outcome at the best possible point and to not remain in the process unnecessarily.

- 11.6 To progress the safeguarding agenda the Salford Adult Safeguarding Board are keen to disseminate knowledge and understanding into the community so that safeguarding becomes everyone's business and embedded in the community. A priority is to keep the profile of adult safeguarding as high as possible and to maintain a consistent message from frontline services. The board also expects those who commission services to be fully informed on adult safeguarding principles and that these are used to commission safe services. The Board will seek evidence on how contracting services for vulnerable adults has improved adult safeguarding in Salford and will seek evidence to demonstrate this.
- 11.7 Members were informed that in Salford the safeguarding team had been protected from budget cuts, though there were concerns that cuts in social workers and staff in other partner agencies could impact on the safeguarding agenda and the excellent partner relationships that are now in place.

Evidence from the General Practitioner Commissioning Consortium Steering Group

- 11.8 At the meeting of the Forum on 28 February 2011 members considered written evidence from the General Practitioner Commissioning Consortium with regard to GPs sitting on the Adult Protection Committee in the future.
- 11.9 Members noted that the emerging GP consortia in Hartlepool are actively working with NHS Hartlepool to ensure that the transition to the proposed new General Practitioner Commissioning Consortium is seamless and all statutory duties and responsibilities are understood in order to ensure compliance.
- 11.10 Currently NHS Hartlepool provide representation on the Committee and it is envisaged that they will do so over the next 12 – 18 months until such time as the General Practitioner Commissioning Consortium is in a position to confirm the approach it will take in respect of its full role and responsibilities which are still being clarified.
- 11.11 The General Practitioner Commissioning Consortium are aware of the importance of the safeguarding agenda and want to ensure that they are able to respond proportionately at both a strategic and operational level; The General Practitioner Commissioning Consortium are confident that NHS Hartlepool are able to provide this assurance at this time.

Evidence from the Safeguarding Team

- 11.12 The Adult and Community Services Scrutiny Forum received evidence from the Child and Adult Services Department in relation to where safeguarding in

Hartlepool sits with regard to the Care Quality Commission reports of Salford and Middlesbrough Councils at the meeting of the Forum on 13 December 2010.

- 11.13 The Head of Service informed the Forum that the Safeguarding Team had a number of strengths that aligned to areas for which Salford and Middlesbrough Councils had been praised. These include:-
- Involvement in the Teeswide Adult Safeguarding Board;
 - An embedded operational framework providing cross function clarity;
 - Independent review highlighted thorough analysis of casework and accurate and consistent recording of information;
 - Proactive deprivation of liberty safeguards training; and
 - Paperwork praised by the Court of Protection.
- 11.14 Areas for improvement identified by the Adult Safeguarding Team include:-
- Links to community partnerships need to be improved to promote community prevention;
 - Service users need to be more actively involved and informed about safeguarding procedures; and
 - Maintain current attendance levels at the Hartlepool Vulnerable Adults Protection Committee, as these has previously been in decline.
- 11.15 The Forum was informed that there were a number of ways the Safeguarding Team plans to develop going forward, these are:-
- Engaging with other Local Authorities to learn from their experiences;
 - Reflecting on lessons learned by undertaking a serious case review with all partner agencies;
 - Introduction of a Memorandum of Understanding for the Hartlepool Vulnerable Adult Protection Committee members to clarify roles and responsibilities; confirm accountabilities and ensure safeguarding is 'everybody's business'.
- 11.16 In addition the Head of Service informed the Forum that a review of adult social care law may lead to a less fragmented legal system in this area.
- 11.17 Members of the Forum were keen to hear more about the level of attendance and engagement of partner agencies in the Adult Protection Committee. They were informed that all bodies were committed operationally but strategically all agencies were making cuts, due to this and original committee members moving on the seniority of the attendees from the partner agencies has reduced over time. The Forum was informed that 90% of safeguarding investigations were done by HBC staff. Salford confirmed that whilst the majority of their investigations were also conducted by Council staff, 6 new minute takers were being trained by the Mental Health Trust.

- ## Evidence from Local Groups and Service Users

- 7.2 ACSSF 11 03 28 Draft Final Report in to Adult Safeguarding 30

- Opportunities for the police to be in attendance in an advisory capacity where the level or issue of abuse does not amount to a criminal act;
- Awareness needs to be maintained of safeguarding issues – would like to explore whether there is any potential to share any lessons learned via approved forums.

11.25 Other views and comments received include:-

- Safeguarding teams in Hartlepool and Teesside work well together and that these vital services must be allowed to continue and evolve;
- Hartlepool Borough Council delivering a talk to the deaf community to ensure they are aware of safeguarding and the process they need to follow if they believe a vulnerable adult is in need of safeguarding intervention, this would also enable Hartlepool Borough Council to ensure the processes are user friendly for deaf people.

12 CONCLUSIONS

12.1 The Adult and Community Services Scrutiny Forum concluded:-

- (a) That adult safeguarding is very complex in nature and has numerous pieces of contradictory legislation surrounding it;
- (b) That safeguarding services in Hartlepool are delivered well but not every eventuality can be planned for;
- (c) That there is a need to balance efficiency savings with a need to protect the vulnerable adults in our community;
- (d) That safeguarding teams in Hartlepool and Teesside work well together;
- (e) That effective partnership working is key to tackling the challenges of the safeguarding agenda;
- (f) That cuts to the budgets of partner agencies may impact on the delivery of safeguarding services by Hartlepool Borough Council;
- (g) That adult safeguarding services are not seen as a priority by the general public as they are not as visible as other services provided by the Council;
- (h) That General Practitioners do not undertake training in relation to adult safeguarding as a matter of routine, but are aware of issues associated with vulnerable adults;
- (i) That the provision of a 'gate keeping' service and single point of contact was an absolute necessity for the police to enable them to manage their scarce resources and ensure only appropriate safeguarding referrals are received;

- (j) That the previous model of Councillor visits to care homes worked well and should be resumed;
- (k) That the Adult and Community Services Scrutiny Forum were supportive of the continuing efforts to publicise Adult Safeguarding and make safeguarding 'everybody's business'.

13 RECOMMENDATIONS

13.1 The Adult and Community Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to Cabinet are as outlined below:-

- (a) That a dialogue regarding budget and service cuts is maintained between members of the Hartlepool Vulnerable Adults Protection Committee to ensure that:-
 - (i) cuts to services are not taken in isolation, without consideration for the impact on partner agencies;
 - (ii) scarce resources are managed as effectively and efficiently as possible between agencies.
- (b) That the Primary Care Trust (or its equivalent replacement body) is encouraged to put forward a GP representative to sit on the Hartlepool Vulnerable Adults Protection Committee;
- (c) That the potential to recommence visits to care homes by Elected Members of the Adult and Community Services Scrutiny Forum is included in the contract negotiations to be undertaken with providers;
- (d) That the feasibility of including an Elected Member from the Adult and Community Services Scrutiny Forum on to the membership of the Hartlepool Adult Protection Committee is explored;
- (e) That the Adult and Community Services Scrutiny Forum be kept up to date on the provision of Adult Services in the town through the receipt of relevant aspects of the regular updates received by the Portfolio Holder for Adult and Public Health Services;
- (f) The use of welfare notices is investigated with partner agencies;
- (g) That safeguarding workshops are delivered to groups within Hartlepool (with particular reference to the deaf community) and a review is undertaken of the accessibility of safeguarding services.

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BACKGROUND PAPERS

The following background papers were consulted or referred to in the preparation of this report:-

- (i) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Adult Safeguarding – Scoping Report' presented to the Adult and Community Services Scrutiny Forum on 16 August 2010.
- (ii) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Adult Safeguarding – Setting the Scene Presentation Covering Report' presented to the Adult and Community Service Scrutiny Forum 13 September 2010.
- (iii) Report of the Head of Services (Adults) entitled 'Safeguarding Adults' presented to the Adult and Community Services Scrutiny Forum on 13 September 2010.
- (iv) Presentation by the Head of Service entitled 'Safeguarding Adults' delivered to the Adult and Community Services Scrutiny Forum of 13 September 2010.
- (v) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Safeguarding of Adults – Evidence from the Authority's Portfolio Holder for Adult and Public Health Services – Covering Report' presented to the Adult and Community Services Scrutiny Forum of 13 September 2010.
- (v) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Adult Safeguarding – Evidence from the Council's Child and Adult Service Department – Covering Report' presented to the Adult and Community Services Scrutiny Forum of 18 October 2010.
- (vi) Presentation by the Head of Service entitled 'Detailed Overview of Safeguarding Services' delivered to the Adult and Community Services Scrutiny Forum of 18 October 2010.
- (vii) Report of the Head of Service entitled 'Adult Social Care Performance Analysis' presented to the Adult and Community Services Scrutiny Forum of 18 October 2010.
- (viii) Presentation by the Performance and Information Manager entitled 'Service Provision Challenges' delivered to the Adult and Community Services Scrutiny Forum of 18 October 2010.

- (ix) Presentation by the Strategic Lead in Safeguarding and Vulnerability entitled 'Independent Evaluation of Safeguarding Services' presented to the Adult and Community Services Scrutiny Forum of 18 October 2010.
- (viii) Report of the Scrutiny Support Officer entitled 'Evidence from other Local Authorities and Hartlepool Child and Adult Services Department – Covering Report' presented to the Adult and Community Services Scrutiny Forum on 13 December 2010.
- (ix) Presentation by Salford Council Adult Safeguarding Co-ordinator and Lead Nurse Adult Safeguarding entitled 'Safeguarding Vulnerable Adults in Salford' delivered to the Adult and Community Services Scrutiny Forum of 13 December 2010.
- (x) Presentation by Middlesbrough Council Strategic Lead Safeguarding Adults entitled 'Safeguarding Adults' delivered to the Adult and Community Services Scrutiny Forum of 13 December 2010.
- (xi) Presentation by the Head of Service entitled 'Strengths, Weaknesses, Opportunities and Threats' delivered to the Adult and Community Services Scrutiny Forum of 13 December 2010.
- (xii) Report of the Scrutiny Support Officer entitled 'Safeguarding of Vulnerable Adults – Evidence from the Child and Adult Services Department – Covering Report' presented to the Adult and Community Services Scrutiny Forum of 28 February 2011.
- (xiii) Presentation by the Head of Service entitled 'Adult Safeguarding' delivered to the Adult and Community Services Scrutiny Forum of 28 February 2011.
- (xiv) Report of the Scrutiny Support Officer entitled 'Safeguarding of Vulnerable Adults – Evidence from the Teeswide Safeguarding Vulnerable Adults Board – Covering Report' presented to the Adult and Community Services Scrutiny Forum of 28 February 2011.
- (xv) Report of the Scrutiny Support Officer entitled 'Safeguarding of Vulnerable Adults – Feedback from Members Visit to the Adult Protection Committee – Covering Report' presented to the Adult and Community Services Scrutiny Forum of 28 February 2011.
- (xvi) Report of the Scrutiny Support Officer entitled 'Safeguarding of Vulnerable Adults – Written Evidence from the Hartlepool General Practitioner Commissioning Consortium Steering Group and the Cleveland Police Vulnerability Unit' presented to the Adult and Community Services Scrutiny Forum of 28 February 2011.
- (xvii) Report of the Scrutiny Support Officer entitled 'Safeguarding of Vulnerable Adults – Responses to the Adult Safeguarding Questionnaire' presented to the Adult and Community Services Scrutiny Forum of 28 February 2011.

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM REPORT

28 March 2011



Report of: Commissioned Services Manager

Subject: Elected Member visits to Care Homes for Adults

1. PURPOSE OF REPORT

- 1.1 This report follows on from the report to Scrutiny on 28 February 2011 regarding Elected Members carrying out visits to care homes for adults, within the Borough.

2. CURRENT POSITION

- 2.1 As previously reported there are a number of announced or unannounced inspections/surveys that are undertaken by a number of agencies, these are covered under the current contractual arrangements.

3. PROPOSAL

- 3.1 There being no provision in the current contract to allow Elected Members to carry out either announced or unannounced visits to independent Sector Care homes and negotiation would need to take place with the owners of the Care Homes, to facilitate this request making clear that the visits would be unannounced..
- 3.2 The current contract is being reviewed in 2011 and it is intended to have provision for Elected Members to undertake visits to the care homes within the revised contract. Visits by Elected Members under this proposal would commence after the new contract was agreed with providers.
- 3.3 A questionnaire, which would be the recommended tool for use in the visits, is attached at Appendix 1. This could be used as a prompt for discussion with the resident(s) rather than a set of questions that must be answered.
- 3.4 Some training on the use of the evaluation tool would be of benefit to Elected Members.
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- 3.5 There are currently 32 care homes in the Borough that contract with the Council and it assumed one Elected Member visit would be undertaken annually.
- 3.6 As Members will be engaging with vulnerable people, it may be necessary for those Members who take part in the visits to have Enhanced Criminal Records Bureau (CRB) checks

4 RECOMMENDATIONS

That the Adult and Community Services Scrutiny Forum consider the proposal for Elected Member visits to independent sector care homes.

CONTACT OFFICER

Brian Ayre
Commissioned Services Manager
Child and Adult Services

Appendix 1**CARE HOMES****ELECTED MEMBER VISITS****SERVICE AIMS**

The Child and Adult Services Department aims to ensure that people with specific needs are assured of a relevant response which enables them and builds on their strengths.

SERVICES, VALUES AND PRINCIPLES

The services offered will promote the values and principles adopted by the Child and Adult Services Department as below. All of which are underpinned by the principle of equality of opportunity whereby people receive the same quality of service irrespective of gender, culture, race, disability or special personal requirements.

PRIVACY	The right of individuals to be left alone or undisturbed and free from intrusion or public attention to their affairs.
DIGNITY	Recognition of the intrinsic value of people regardless of circumstances, by respecting their uniqueness and their personal needs and treating with respect.
INDEPENDENCE	Opportunities to act and think without reference to another person, including a willingness to incur a degree of calculated risk.
CHOICE	Opportunity to select independently from a range of options.
RIGHTS	The maintenance of all entitlements associated with citizenship.
FULFILMENT	The realisation of personal aspirations and abilities in all aspects of daily life.

RECORD OF ELECTED MEMBER VISIT

Name of Elected Member:	Date:
Name of Care Home:	
Location:	

The following questions can be used as a prompt to help with gaining the resident's views and experience of living within the care home

Privacy and Dignity

Can you lock items such as money, private papers or valuables away in your room?	YES	NO
Are you able to spend time with your relatives or friends in private?	YES	NO
If you have help with dressing or bathing is your privacy protected at all times?	YES	NO
Are your clothes looked after properly? (washed, ironed, kept in your room and not mislaid)	YES	NO
When you ask for help are you satisfied with the staff's approach, manner and response times?	YES	NO

Comments

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Independence and Choice

Are you happy with the activities currently provided?	YES	NO
Can you choose what time you get up and go to bed?	YES	NO
Are you happy with the choice and quality of food?	YES	NO
Do you have a choice of where to eat and where to sit?	YES	NO
Do you have any input into the decoration and colour scheme in your room?	YES	NO
Were you allowed to bring personal things from your home such as a favourite piece of furniture?	YES	NO

Comments**Rights and Fulfilment**

Do you feel that your opinions are listened too?	YES	NO
Do you have a named key worker?	YES	NO
Are you happy with the care you receive?	YES	NO
If you had a complaint/concern do you feel comfortable to raise this with the Manager or staff?	YES	NO
Are you confident that your complaint/concern will be responded to appropriately?	YES	NO

Comments**Summary**

