



Royal Borough Windsor and Maidenhead
Safeguarding Adults Annual Report
2008/09

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1. INTRODUCTION

'Safeguarding Adults..... Everyone's Business'

The period covered by this report is from April 2008 to March 2009, and highlights the RBWM Safeguarding Adults activity carried out within the Adult Care Services Team, Community Team for People with Learning Disabilities (CTPLD), Community Mental Health Team (CMHT) & Mental Health Team for Older People (MHTOP).

The year under review saw the start of some major developments within the field of Safeguarding Adults both nationally and locally. On the 16th October 2008 The Department of Health, the Home Office and the Ministry of Justice launched the national consultation on the review of the 'No Secrets' guidance. The Minister for Care Services; Phil Hope MP who launched the consultation period stated: 'This consultation paper is about learning. It is about how we as a society learn to empower people - both the public and the professionals - to identify risk and manage risk. It is about how we empower people to say no to abusive situations and criminal behavior. It is about locating safeguarding in the wider agenda of choice and control. It is about recognizing safeguarding as everyone's business. The consultation period ended on the 31st January and on 2nd February Alison Blight from Dept of Health SE published a report outlining the events that had been held within the South East which included 7 formal consultation meetings some of which were open meetings, and others targeted at particular groups such as Elected Members, Personalisation/Safeguarding Leads, and Intermediate Care & GP's. The Department of Health also held consultation sessions at local events such as the Alzheimer's Society South East Area Forum, and Age Concern Slough & Berkshire East. The report stated that there was representation from the statutory, independent, and third sector organisations as well as service users. RBWM was represented at several of the meetings. The consultation and the review of 'No Secrets' which includes a review of current legislation could initiate major changes within Safeguarding Adults over the next few years.

On a local level many initiatives to develop the service, raise awareness and improve the level of investigations and recording will come into effect during 2009/10, such as:

- An RBWM Safeguarding Adults Partnership Board with independent chair.
- A new full time Safeguarding Adults/Dols Manager
- A new Safeguarding Adults Module on our IT system (PARIS) to improve investigations and statistical reports
- A week of Safeguarding events and promotion to coincide with the Action on Elder Abuse Day on 15th June 2009

These items will be looked at in more detail in the body of the report.

2. THE EAST BERKSHIRE SAFEGUARDING ADULTS PARTNERSHIP BOARD

The East Berkshire Safeguarding Adults Partnership Board has provided a strategic lead on Safeguarding issues across East Berkshire. As stated in last years report the chair of the meetings was transferred to Glyn Jones, Chief Officer: Social Care Bracknell Forest, and meetings held every other month to reflect the increased workload and higher profile of Safeguarding Adults. Some of the Boards recent activities have included formally adopting the Serious Case Review Protocol used by West Berkshire, agreement on an Information Sharing Protocol, and sign off of the Multi-Agency Workforce Development Strategy. During the year it became clear that all three Local Authorities of East Berkshire felt, particularly due to a lack of Governance and clear lines of accountability of the East Berkshire Board, that local Safeguarding Adults boards should be established for RBWM, Slough & Bracknell Forest. Discussions have taken place about the future role of the East Berkshire Board and although still under discussion during this transitional period it is agreed that certain areas would still benefit from being developed at an East Berkshire level, such as policy development & training. It is felt at this time that the East Berkshire Board will continue to meet 2 or 3 times a year.

The first meeting of the RBWM Safeguarding Adults Partnership Board met on the 22nd April 2009 and was chaired by Allan Brown Interim Director of Adult Services RBWM. Those attending the first meeting included: Housing, PCT, Deputy Director Nursing, Heatherwood and Wexham Park Hospital, Business Manager Local Safeguarding Children's Board, Probation, Representation from voluntary organisations such as Alzheimer's Society, Age Concern, Older Persons Advisory Forum. Apologies were received from Maidenhead Police and Berkshire Care Association. Discussion was also held about future membership of the Board which was felt should also include Elected Member, Domestic Abuse Coordinator, & representation from the Ambulance Service.

Some of the agenda items included:

Interviews for Independent Chair

Recruitment of a full time Safeguarding Adults Manager

Terms of Reference for the Board & Business Plan

Publicity, Awareness Raising & the Safeguarding week planned for 15th June

Forthcoming Inspection by CQC

Training

Next meeting of the Board was arranged for June.

3. REVISED SAFEGUARDING ADULTS POLICY & PROCEDURES

The Revised Berkshire Safeguarding Adults Policy & Procedures came into effect on the 1st September 2008. Copies of the new Procedures have been distributed within the Local Authority to the Adult Care Service, CMHT, CTPLD, MHTOP, and to providers such as Care Homes & Domiciliary Care Agencies. Copies of the Revised Policy & Procedures along with the small outline guide are available on the RBWM

website. It is important that this document is circulated as widely as possible and more hard copies will be needed for further circulation.

4. NEW PARIS SAFEGUARDING ADULTS MODULE

It was identified in last years report that the Safeguarding Adult module on PARIS was not robust enough to produce accurate recording of an investigation particularly in the light of the new procedures, and also not able to produce a comprehensive audit trail. During the year, following discussions with Child Protection Teams and further discussions with the IT department, plans were developed to produce a ‘Safeguarding Register’ on PARIS that would assist the investigating officer in following the new procedures, provide better evidence of Manager involvement & authorisation, produce a better audit trail and also able to print out reports and statistics for auditing. Initial training sessions have been held on the new Register during April with selected Care Managers and Team Managers, and the new module is due to go live on the 27th April 2009, with a review to be held after two months. Further training sessions are being planned on the new module.

5. STATISTICAL ANALYSIS

SECTION A – DEMOGRAPHY OF ‘VICTIM’

The number of Safeguarding Adult referrals recorded by RBWM for the above period was 117 which compares to 99 last year, 69 in 2006/7, & 74 in 2005/6

- 95% of these were RBWM Service Users compared to 91% last year and 97% for 2006/7
- 5% of these were non-RBWM Service Users, but were within the RBWM area.
- 3 cases were recorded as Self Funded & 2 as Health Funded.

How these referrals breakdown to the various teams can be seen in Figure 1.0

Figure 1.0 – Primary Client Category

	Referrals 2008/9	Referrals 2007/8	Referrals 2006/7
Older People	60 (51%)	50 (51%)	31 (45%)
Physically Disabled	5 (4%)	5 (5%)	7 (10%)
Learning Disability	18 (15%)	16 (16%)	13 (19%)

Dementia	21 (18%)	17 (17%)	9 (13%)
Mental Health	11 (9%)	11 (11%)	8 (12%)
Sensory Impairment	1 (1%)		
Substance Misuse	1 (1%)		

66% of cases referred were female and 34% were male, which is the same breakdown as last year.

The average age of the 'victim' was 71 (72) (66.5) years, with 72% (69%) (59%) coming from the over 65 age group and 28% (24%) (35%) from the 18-64 age group. 17% (12%) (14%) lived alone, 42% (28%) (14%) were in Residential or Nursing Care, 11% (7%) (16%) in Sheltered or Supported Housing, 14% (23%) (30%) lived with a partner or carer, and 14% sharing with other family member.

75% (80%) (72%) of cases referred were White British, 5% Irish, 3% (2%) (12%) White other, 2% White & Asian, 5% Other Asian and 2% (2%) Black African.

For a more detailed breakdown of living arrangements & ethnicity see Appendix A.

*** (figures in brackets refer to 2007/8 & 2006/7 statistics respectively)**

SECTION B – DEMOGRAPHY OF PERPERTRATOR

In terms of gender of perpetrator 45% (44%) (54%) were male, 28% (33%) (28%) were female, 0% (3%) (3%) were by multiple perpetrators both male and female and 39% (19%) (13%) were not known or not recorded. In some cases the reason for the high numbers under not known/recorded is that in some cases there was no specific perpetrator, or an organisation itself was investigated. A separate field has now been created to record cases where no specific perpetrator is being investigated which should help increase accuracy. This field has only recently been created and data is still being transferred at this time.

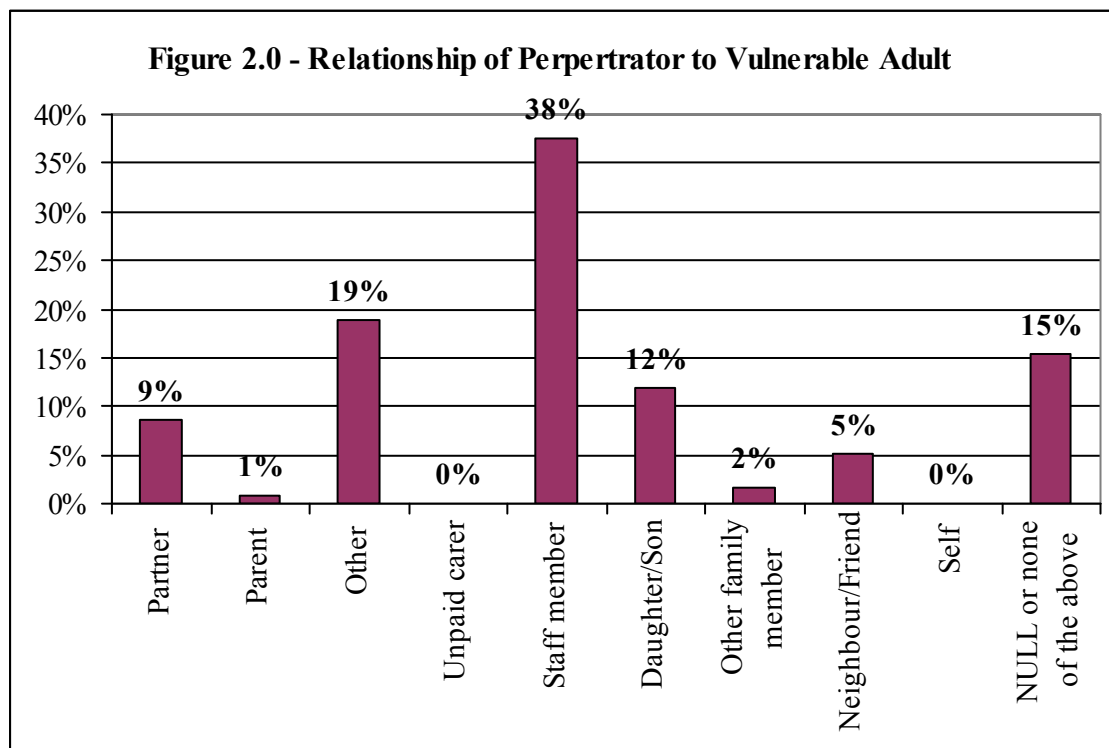
The average age of perpetrators was 52 (57) (52.8) years.

Ethnicity of perpetrator was 34% (56%) (46%) White, 6% (4%) (6%) Black or Minority Ethnic groups. In a large number of cases ethnicity was not recorded, in some cases, as above, this is because there was no specific perpetrator, although it is also acknowledged that in a large number of cases ethnicity was not recorded, which, as stated last year needs to be examined closer, taken up with the Care Managers and corrected in the statistics collated in future.

For a breakdown of age & ethnicity see Appendix B

*** (figures in brackets refer to 2007/8 & 2006/7 statistics respectively)**

Figure 2.0 - Relationship of the Perpetrator to the Victim.



Of the above statistics 27% (39%) were recorded as the main carer at the time of the incident.

SECTION C – ABUSE INCIDENT DETAILS

At the end of the reporting year March 2009, 12% of cases were still open to Care Managers and 88% closed.

Figure 3.0 outlines the category of abuse in terms of percentage values.

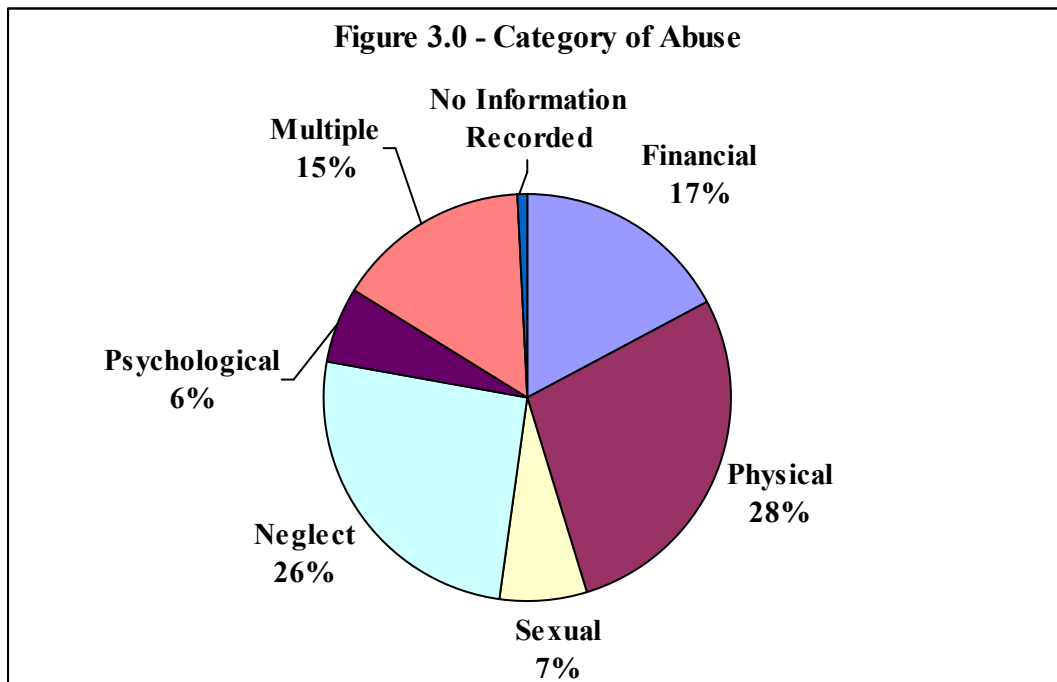


Figure 4.0 highlights the location of where the abuse took place.

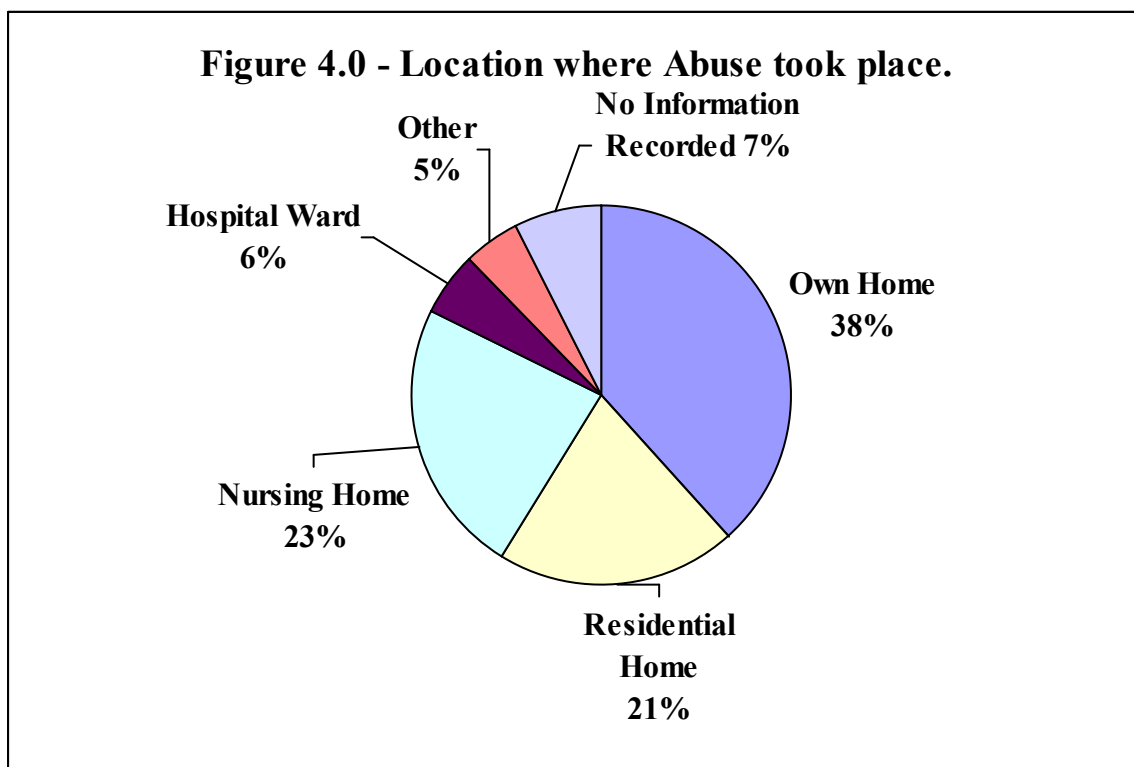
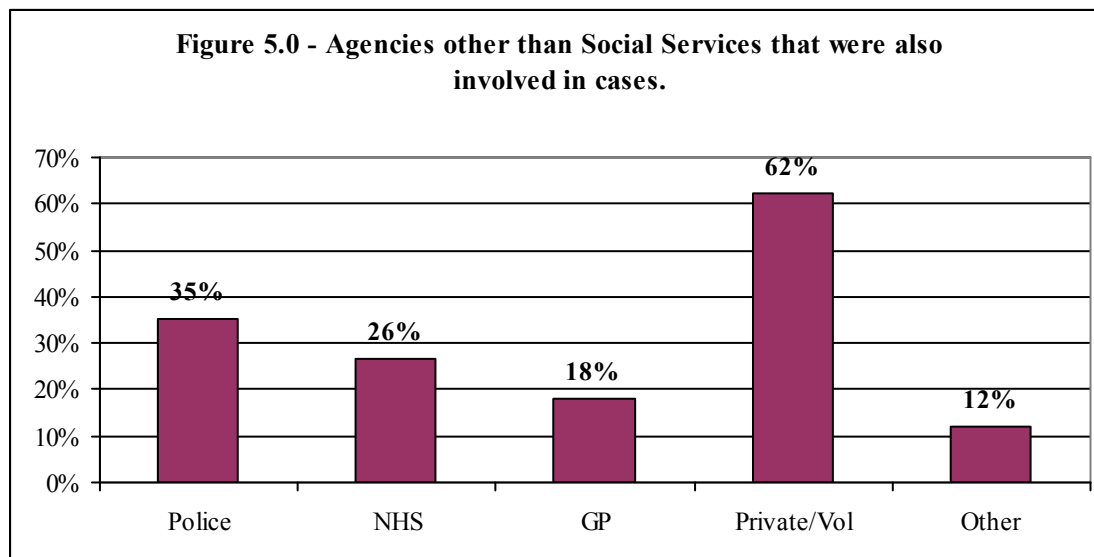


Figure 5.0 shows agencies other than Social Services that were involved in cases. Of those cases closed at the end of March 2009, 4% (7%) (6%) (18% in 2005/6) of cases involved Social Services alone, and 88% involved one or more agencies together with Social Services. Note that in this graph percentages may overlap when more than one agency has been involved.



In 32% (32%) (41%) of cases a strategy meeting/date was recorded. From observations it is found that an initial strategy is often formulated from a strategy discussion involving the various parties rather than a formal meeting in accordance with the Policy & Procedures.

Source of Referral/Alert

Referring Agent	2008/9	2007/8
Nursing/Residential Home	26	16
Family	18	20
Self	14	8
Health	13	10
Dom Care Agency	9	9
CQC (CSCI)	7	2
Police	7	8
Friends	4	
RBWM Local Authority	4	6
Warden	3	
Ambulance	2	
Housing Association	2	6
Member of Public	2	
Catholic Church	2	
Voluntary Organisation	1	1
Bank	1	
Other Local Authority	1	
Sensory Needs Team	1	

The data collected at the present time only lists abuse as proven or unproven, and those recorded as proven tend to be those cases where the abuse was recorded as actual rather than suspected or alleged, or there was a clear evidence of abuse having taken place. In the new Safeguarding module on PARIS, outcomes will be recorded as substantiated, unsubstantiated, partly substantiated or unresolved which should improve the accuracy of recording.

The number of cases where the abuse was recorded as proven to have taken place was still quite low at 26%, the same as last year, although up a little from 22% in 2006/7. Several cases during the year highlighted the difficulty of obtaining evidence that could be used in court, particularly when involving people with varying degrees of dementia, and this has highlighted the need for allegations to be reported to the police very quickly so that accurate statements and evidence can be collected. This issue has been raised with several care homes during the year and also included in information sent to the care homes by our Contracts Team. In other cases quite a large number of investigations were not brought to a conclusion at the request of the 'victim' who requested that no further action be taken.

6. TRAINING INFORMATION

Safeguarding Adults Training courses are arranged by the East Berkshire Adult Protection Training Sub Group who report to the East Berkshire Safeguarding Adults Partnership Board.

Safeguarding training during the year has been offered to all staff at levels appropriate to their roles and experience and has included a focus on Dignity issues.

Training is currently offered at 3 levels.

Level 1 Awareness training is a half day course, which covers a basic awareness of issues in relation to Safeguarding Adults. The aim of these training sessions is to raise awareness of abuse, recognise abuse, know who to tell if there is suspected abuse, and awareness of the Berkshire wide Inter-Agency Policy & Procedures.

Level 2a - A two-day course focused on the role of staff that are involved in the investigation of cases where there are concerns that a 'vulnerable' adult has been, or is being abused.

Level 2b – Achieving Best Evidence. Aimed at staff who will be involved in interviewing vulnerable witnesses.

Level 3 courses currently available are:

Level 3a – Chairing a Strategy Meeting

Level 3b – Decision Making for Managers

Level 1 Awareness

During the period covered by this report 19 half-day sessions were offered by the Social Services training team on Level 1 Awareness Training. This training was also offered at no charge to all provider organisations.

Of the places available

- RBWM staff = 79
- Private & Voluntary Sector = 144
- Berkshire Healthcare Trust = 7
- Others = 14

Some of the training to the Private & Voluntary Sector included in-house training to 10 Care Homes.

Level 2 Investigators

2 Level 2a training courses have been held during the reporting period.

Level 3

1 Level 3a Chairing a Strategy Meeting course was held attended by 11 RBWM staff.

1 Level 3b Decision Making course was planned but had to be cancelled due to the sickness of the instructor.

As well as the courses above, staff both within RBWM and all other agencies have had access to a SA E-Learning Package. A Refresher Training Programme is also being rolled out during 2009/10 for those who have completed Level 1 within the last 2 years.

As mentioned earlier in the report the East Berkshire Training Sub Group has developed a new Multi Agency Workforce Development Strategy which has recently been signed off by the East Berkshire Partnership Board.

Due to the previous trainer taking on less work during the coming year, the East Berkshire Training Sub Group has also been looking at alternative suppliers including 'Making Connections' a company based on the Isle of Wight who already have contracts with several large Local Authorities.

7. OBSERVATIONS/RECOMMENDATIONS

Listed below are some of the areas where a larger change has been noted in the statistics, and although no conclusions necessarily drawn, they may be worthy of further analysis.

Safeguarding Adult referrals have continued to rise although only by 18% compared to a rise of 43% last year. It is interesting to note that Wokingham Local Authority who have a similar population of residents over 65, had 178 Safeguarding Adult referrals raised during the year, compared to our 117. At the time of writing we are waiting for the statistics from West Berkshire who also have a similar over 65

population. It is worth noting that the other Authorities of East Berkshire are also seeing increases each year.

Referrals involving people with a diagnosis of dementia have continued to rise over the last 3 years from 9 & 17 referrals to 21 this year, a rise of 23%

Whereas last year the individual 'categories of abuse' had risen particularly in Neglect & Multiple Abuse, this year figures have remained very similar.

The most significant increase this year has been from those living in Nursing & Residential Homes, and it is worth noting that this was also an area that rose sharply last year. Over the last 3 years the figures for those in Residential homes has risen from 6%, 8% to 21% this year. In Nursing Homes over the same period they rose from 10%, 18% to 23% this year. It is felt that one of the reasons for this increase is the increased awareness by Nursing & Residential Homes of the importance of reporting incidents to the Local Authority and CQC, and having these matters investigated thoroughly. There is also an increased awareness by family members visiting homes that matters of concerns need to be reported and investigated. It was identified in last years report that the increased referrals involving Care Homes had put increased pressure on the Accreditation & Monitoring Team who became involved with most of the investigations, and worked, in some cases over long periods of time with a Care Home to improve standards. This is a continued concern as the monitoring of Care Homes is vital and the team currently has less staff than last year. During the year a very good working relationship developed between the local CQC inspector and the Acting Safeguarding Coordinator which assisted the flow of information between the organisations regarding good or poor practice noted within various provider organisations. This good relationship & information sharing has been very helpful and assists in continuing to raise the standard of care within Care Homes & Domiciliary Care Agencies.

Referrals for White British Service Users over the last few years has been 89%, 72%, 80% and this year was 75%

Referrals for 'Other White Background' and Irish rose from 2% to 8%

Referrals for any Asian background rose from 1% to 7% in 2006/7 but fell in 2007/8 to 2%. This year it rose again to 7%.

Although the ethnicity of the 'victims' were mainly white, this needs to be seen in the context that using the 2001 census data (latest available) 1.4% of the over 65 population in the Borough are registered as Asian and 0.1% Black.

Involvement of Private/Voluntary Agencies in investigations rose from 23 to 41% in 2006/7 and rose again in 2007/8 to 60%. This year the figure rose again to 62% largely reflecting the continued increase in referrals involving Care Homes.

Involvement of the Police dropped slightly from 45% to 35% in 2007/8 and was again 35% this year. This does not necessarily reflect the good working relationship that we have developed with the Public Protection Unit and in particular Eamon Walsh who is very willing to be involved in an advisory capacity in the early stages of an investigation.

It was noted last year that regular meetings between the Acting Safeguarding Coordinator and those who work on the Safeguarding Adults Rota within the Adult Care Service had been re-established every 2 months. What has been pleasing is that the Acting Safeguarding Coordinator has attended meetings with Managers and staff of CMHT to help raise Safeguarding Awareness and discuss practice. A recommendation was made in last years report that a full time Safeguarding Manager was necessary to reflect the higher profile of Safeguarding Adults and the increased workload. It is pleasing to note that a full time Safeguarding Manager is soon to be appointed which will provide valuable support to the various teams.

A large part of the Acting Safeguarding Adult Coordinators time during the year, particularly since the launch of the new Policy & Procedures in September has been to help raise awareness of Safeguarding Adults within RBWM by visiting & speaking at various meetings, such as:

Care Home Providers Forum
Domiciliary care Agency Forum
CTPLD Partnership Board
Older Persons Forum
Crime & Reduction Partnership
Adult Care Services Team Managers Meeting
Mental Health Local Implementation Team Meeting
Older Persons Mental Health Sub Group.
Domestic Abuse Forum
Advocacy Forum.

Awareness raising sessions have also been held with staff from the Customer Services Centre and another date is planned for the 7th May. It should be noted that these are just awareness raising sessions and staff from the CSC are being encouraged to attend the formal half day Safeguarding Training.

The Safeguarding Adults Posters and small 'reminder' cards produced by the East Berkshire Partnership Board, became available during the year and are being distributed across the Borough to such locations as Care Homes, Day Centres, Sheltered Accommodation, Surgeries, Hospital, Leisure Centres etc. This will also help in raising awareness of Safeguarding Adults across RBWM.

It is good to report that the close working relationship developed between the 3 Safeguarding Adult Co-ordinators of East Berks has continued with the Co-ordinators meeting about every two months to exchange ideas and information, and to try and ensure some consistency across East Berkshire. It should also be noted that the Safeguarding Coordinator for Bracknell recently took over as lead for the South East Adult Safeguarding Network which continues to meet regularly and is a useful resource for information sharing

APPENDICES

Appendix A – Statistical Breakdown

APPENDIX A

Breakdown of Living Arrangements

Living alone	20	17%
Living with partner/carer	16	14%
Sharing with other family members	16	14%
Sharing with others	0	0%
Owner occupied	0	0%
Rented	0	0%
Sheltered/Supported	13	11%
Residential Care	25	21%
Nursing Care	24	21%
NULL or none of the above	3	3%

Breakdown of Victims Ethnic Origin

British	88	75%
Irish	6	5%
Any other White background	4	3%
White and Black Caribbean	0	0%
White and Black African	1	1%
White and Asian	2	2%
Any other mixed background	0	0%
Indian	1	1%
Pakistani	1	1%
Bangladeshi	0	0%
Any other Asian background	4	3%
Caribbean	0	0%
African	2	2%
Any other Black background	0	0%
Chinese	0	0%
Any other ethnic group	0	0%
Not Stated	4	3%
NULL or none of the above	4	3%

Breakdown of Perpetrator Ethnic Origin

British	35	34%
Irish	3	3%
Any other White background	1	1%
White and Black Caribbean	0	0%
White and Black African	1	1%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	0	0%
Pakistani	1	1%
Bangladeshi	0	0%
Any other Asian background	2	2%
Caribbean	0	0%

Percentages of total cases less 'No specific p'trators'

African	4	4%
Any other Black background	0	0%
Chinese	0	0%
Any other ethnic group	0	0%
Not Stated	41	39%
NULL or none of the above	29	28%
No specific p'trator	13	11%

Breakdown of Perpetrator Age

under 18	0	0%	Percentages of total cases less 'No specific p'trators'
18-64	38	36%	
65+	11	10%	
Not known	34	32%	
NULL or none of the above	34	32%	
No specific p'trator	12	10%	
Average age of Perpetrator	52		