

Kingston Safeguarding Adults Board



Kingston upon Thames Safeguarding
Adults Partnership Board

Annual Report

2017-2018

Welcome from the Chair

I am pleased to be able to present the Annual Report for the Royal Borough of Kingston's Safeguarding Adults Board (KSAB). In this last year we have



continued to make considerable progress on achieving much from good partnership working across the public and community sectors within Kingston. In this foreword, I would like to highlight some considerable achievements this year.

We had huge success in delivering along with RBK and funded by the SW London Health Improvement Network, a series of masterclasses for professionals across the partnership. Subjects included Coercion & Control, Self-Neglect, Modern Slavery, Working with Families & Carers and Community Deprivation of Liberty. There was immense value in partners learning and networking together which will have a positive outcome on safeguarding adults at risk in Kingston. The Board participated in a workshop on "Making Safeguarding Personal", prior to its session on reviewing achievements for the year. MSP (as it is often described) sets out how important it is to involve those people who are being safeguarded in determining for themselves, with support if necessary

the outcomes of any safeguarding intervention. This workshop enabled the Board to think how, strategically, it can ensure that each of the organisations represented are improving how they and their staff work with people at the centre of any safeguarding activity.

Board Partners (Members) have highlighted, below, their achievements and I would like to thank them for the continued open discussion and challenge which takes place at every meeting. I believe that Kingston can be assured in terms of continued professional working across the boundaries of organisations which contribute to making the borough safer. Additionally, this year, we have moved to ensure that we do not duplicate any work and have joined the work of sub groups with neighbouring boroughs. This is particularly helpful to those organisations such as the Police, CCG, Your Healthcare and Kingston Hospital, who work across borough boundaries. We will continue to seek efficient ways of working in the forthcoming year. The Board established its Safeguarding Adults Review (SAR) Sub Group in 2017/18 and whilst no SARs were complete in this year, reviews will be completed in the summer of 2018 and reported on, in next year's report. Finally, I am particularly proud of the work achieved

in partner's peer audit of safeguarding responsibilities and compliance with the law. I would particularly like to thank Julie Phillips (RBK) and Fergus Keegan (Kingston & Richmond CCG) who have led the peer review audits which give the Board assurance on the considerable work undertaken as well as systems in place to protect adults at risk in Kingston from abuse, harm and neglect.

Siân Walker - Independent Chair

Kingston Safeguarding Adults Board

This is where senior representatives from member organisations make key decisions relating to Adult Safeguarding. The sub-groups of the Board, which are listed on the next page, report on progress against their own work plans. At the start of each Board meeting, there is a Personal (anonymous) 'Safeguarding Story' shared by a member to ensure that Making Safeguarding Personal is a focus at each Board.



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

KSAB Sub-Groups

Safeguarding Adults Review (SAR) Sub-Group

The SAR Sub group has been formally constituted in 2017/18 and has received a review of all cases in the previous 2 years which may have met the criteria for a SAR. Arising from this review of cases and a number of new referrals in 2017/18 the group agreed that 3 cases be referred for formal SAR's. In respect of these the reviews are ongoing, and will be complete in 2018/19.

Communications Sub Group

This year the sub group have worked well with active participation from all partners. The focus of the group has been promoting awareness of safeguarding to our local population and community support groups. Our first piece of work was updating the local authority webpages to make them current and informative as well as specific pages for the Board. The group have worked together to provide training sessions on safeguarding to Kingston Healthwatch, Staywell Groups and Mental Health Carers. The group are continuing with this programme to reach as many community groups as possible. Training sessions are also planned with Local Councillors and the Kingston Healthwatch Board.

Training Sub-Group

A series of seminars held between March & July 2017 gave a rich learning opportunity for professionals from over 30 organisations covering a broad range of disciplines to learn from each other's experience in all aspects of providing care and support for vulnerable adults and their families/carers. The sub group has received training requests from partner agencies (LFB & Healthwatch) and provided bespoke discrete training through the SAB membership. Through joint work with the Communication Subgroup, the SAB partnership has been able to initiate safeguarding talks to local groups and increasing community awareness of Adult Safeguarding

Themed Workshops

Safeguarding Masterclasses

A series of 5 Masterclasses were commissioned by the former SW London Academic, Health and Social care System and supported by the Royal Borough of Kingston upon Thames. The sessions covered 'Coercion and Control'; 'Working with people who self-neglect'; 'Working with Families and Carers'; 'Community Deprivation of Liberty' and 'Modern Slavery'.

The Masterclasses offered a rich learning opportunity for professionals from more than 30 different organisations covering a broad range of disciplines come together and learn from each other's experience in different aspects of providing care and support for vulnerable adults and their families and carers. Each session was led by an expert in the field who offered some thoughts and information on the topic and then facilitated discussion among the professional audience. The seminars particularly underlined the critical importance of working across professional and organisational boundaries – learning from each other's expertise, recognising each other's contribution and finding new ways of collaborating in order to deliver the most effective services.

Audit Challenge 2017

The Kingston Safeguarding Adults Board (KSAB) in its role to seek assurance about the quality of safeguarding activity across all partner organisations, undertakes an annual audit with all partners. This 'Audit Challenge Event' took place in June 2017. The audit tool used was developed regionally through ADASS (Directors of Adult Social Services) & NHS England in partnership with the London Independent SAB Chairs Network. The aim of the audit is to provide all organisations in the borough with a consistent framework to assess, monitor and/or improve their Safeguarding Adults arrangements. This in turn supports the Board in ensuring effective safeguarding practice across the borough.

Business Plan

2017-2018 Priorities

- Continue the focus on the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) and have a clearer focus on timescales for action.
- Develop further a focus on Primary Health Care with more and better defined training and awareness-raising sessions to improve outcomes for primary care.
- Have a focus on Domestic Violence and safeguarding.
- Ensure strategic level consistency between KSAB & KSCB aligning priorities.
- Improve Links with the Safer Kingston Partnership and develop a wider understanding of the role of Community MARAC meetings which lead to better referrals to the MASH for Richmond & Kingston.
- Focus audit on thresholds for safeguarding intervention, domestic violence and vulnerable adults with care and support needs including those who receive drug and alcohol services.
- Ensure that the wider groups linked to the KSAB have a clear interface which will be well understood by the whole partnership by producing and mapping out the various Boards and explaining their interrelationship.
- Raising the profile of adult safeguarding through improved communication.
- Ensuring that all partner organisations develop greater clarity about mental capacity within the context of risk.
- Develop an improved understanding of the safeguarding needs in the wider Kingston community with a focus on ethnic and diverse groups who have a low profile in terms of service interventions.
- Map out the links in terms of stakeholder engagement with a focus on safeguarding for children in transition to adulthood.
- Developing a themed approach to training so there can be wider reinforcement of good practice between and amongst partner agency front-line staff.
- More action on 'Making Safeguarding Personal' (MSP).

Partner Key Achievements 2017/18

Metropolitan Police Service (MPS)

- Communication Protocol – learning from recommendations of Safeguarding Adult Reviews, the importance of effective multi-agency working was a common feature. This new protocol aims to support the partnership arrangements between the local authority and Kingston/Richmond Police to achieve positive outcomes for the individual(s).

- Modern Slavery – this issue has been refreshed with training to Officers and a training day was held at Hendon for Officers across the MPS and attended by a number of Kingston Officers.
- Community MARAC – Local monthly multi-agency risk management meetings are held to ensure appropriate coordinated and protective measures can be taken and managed on a local multi-agency basis. This includes both vulnerable victims and either vulnerable perpetrators or perpetrators that pose a risk to the community or the community may be affected by the perpetrators behaviour. The multi-agency panel's aim is to develop risk management plans where appropriate.

Your Healthcare

- Implementation of Joint Children and Adult Safeguarding training has facilitated a unified approach to common themes within the safeguarding agenda and enhanced awareness of all aspects of safeguarding across the organisation.
- Partnership working with the Police and Fire Brigade has supported work around safeguarding prevention with care protectors distributed by Community Nurses in a pilot scheme to reduce scamming and talks at neighbourhood watch schemes. Winter Staywell leaflets were distributed on behalf of the LFB and a direct referral route for home safety checks commenced for staff to make referrals on behalf of the service user. Cross agency work between YHC and LFB is enabling us to share knowledge and

expertise to benefit the people at risk in the community e.g. communicating with people who have additional communication needs and fire safety awareness information.

- YHC has become a key member of the multiagency Learning Disabilities Mortality Review Steering Group (LeDeR) across Kingston and Richmond. The aim is to make improvements to the lives of people with learning disabilities by identifying and clarifying any potentially modifiable factors associated with a person's death, and working to ensure that these are not repeated elsewhere

London Fire Brigade (LFB)

- The LFB Borough Management Team have completed safeguarding training. A programme ensuring all firefighters in the borough have received a Dementia Friends Awareness session is still ongoing. Firefighters are also receiving 'Communication' training from Your Healthcare Dementia Nurses to assist them when carrying out Home Fire Safety Visits.

- LFB Kingston have been proactive in contributing to the Kingston Alcohol and Substance Abuse Strategy. Fire Crews have arranged 'Don't Drink & Drown' community safety events as well as establishing links with Rough Sleeper Outreach service providers. Fire Crews can refer people sleeping rough to the appropriate support network.

- LFB have continued to work in partnership with the local authority utilising good communication links to alert Social Services when people have been identified who require assistance. LFB have provided Home Fire Safety Visits to the most vulnerable people providing fire retardant bedding, arson proof letter boxes as well as smoke alarms.

South West London & St. George's Mental Health NHS Trust

- Executive Safeguarding Meeting – This is now firmly established as the focal point for addressing all the key

safeguarding issues. The introduction of the Service Line Management structure has provided an opportunity to strengthen the safeguarding leadership roles and re-affirm the responsibilities of staff and managers at all levels. To further enhance its effectiveness, the Trust has established a safeguarding Working Group to drive forward key initiatives and to deliver on the Executive's action plans.

- Making Safeguarding Personal – The Trust has continued working with the 'Making Safeguarding Personal' group. This year they have co-produced the Trust's new Safeguarding Adults policy with service users providing staff with expert guidance on how to respond to allegations of abuse or neglect. Following the success of the co-production process used by the MSP Group, they are now working on reducing restrictive practices.

- Prevent – This has been a major focus this year and the Trust has implemented a comprehensive workforce development plan: including mandatory training sessions at induction, team-based and classroom-based sessions, as well as an e-learning package. The Trust Prevent Lead has been actively engaged with key partners to make sure all agencies are fully informed of any concerns.

Royal Borough of Kingston Adult Social Care

- A new multi-agency MASH protocol to assist in working across Adults/Children's services has been developed.
- The electronic process for Making Safeguarding Personal (MSP) outcomes in safeguarding has been launched within the Integrated Adult System (IAS). All staff should now be recording outcomes and these are reported quarterly to the Board.
- Good support to the Independent Chair and the Board with strong and effective Board leadership with appropriate challenges
- A Performance Dashboard has been developed. This shows key performance areas within safeguarding, deprivation of liberty safeguards as well as including information from partner organisations. The dashboard is presented quarterly to the Board.

Kingston Hospital NHS Foundation Trust

- The Trust has recruited an additional permanent member of staff to the Safeguarding Adults Team. The Safeguarding Adults Practitioner has provided additional training and support to staff with a specific focus on the Deprivation of Liberty Safeguards.
- A Safeguarding Adults and Children's Committee has recently been introduced to support the joined up working of the Adults and Children's safeguarding teams in the Trust. Shared cases and learning are discussed at these meetings.
- A new e-learning platform for training has been launched in the Trust. It contains modules which cover Level 1 & 2 Safeguarding Adults, MCA and DoLS.

Kingston Clinical Commissioning Group

- PREVENT – Kingston Hospital and K&R CCG Safeguarding Teams organised an event for GP Practice managers and GP Prevent Leads across Kingston in January. This included a workshop to raise awareness and a 'train the trainer' session. The event was well attended and follow up sessions are planned.
- Community Deprivation of Liberty Safeguards – NHS England (NHSE) has awarded funding to support training across the SW London sector for NHS staff and social workers on Community DoLS. K&R CCG Safeguard Teams have been working in partnership to organise and facilitate sessions across the sector. The sessions will be led by a specialist legal firm and will give guidance to practitioners on their legal duties and requirements.
- Learning Disability Mortality Review (LeDeR) – The CCG Safeguarding Lead is the local area contact for LeDeR and oversees allocation of reviews, providing support, quality checking, and chairing of the steering group to promote understanding and importance of the mortality reviews. They work with 'Mencap' and the GP Lead and have produced a 4 min film aimed at GP's and health staff to highlight the importance of annual health checks. The film will be used nationally to raise awareness with GP's.

<https://www.youtube.com/watch?v=ZLn4qEM5X4c>

Public Health

- Public Health contributed to a Domestic Homicide Review (DHR), and Action Plan and supported the Independent Researcher to reach Korean community members.
- Public Health commission and support community Pharmacies to become Health Living Pharmacies (HLP). HLP's capitalise on its community based social asset status, promoting healthy living and wellbeing.
- Public Health have actively worked with various communities with vulnerable adults i.e. Syrian Refugee, Traveller Communities, Asylum Seeker/Migrant communities in raising awareness of sexual health, healthy relationships, sexual health, domestic abuse and healthy living and wellbeing.

Safer Kingston Partnership

- Multi-agency Protection Forums - The SKP continues to deliver strong multi-agency adult protection forums, the Community MARAC and Kingston Domestic Abuse MARAC. Domestic Abuse continues to be a key priority for the SKP. In 2017-18, 197 cases were referred to the Domestic Abuse MARAC. Misuse of drugs and alcohol and mental health issues continue to be prevalent among both victims and perpetrators. The Safeguarding Adults Board also considers an overview of all Domestic Homicide Reviews to address and action any safeguarding implications
- In 2017-18 SKP completed a benchmarking exercise against the Joint Thematic Area Inspection. This inspection focused on how areas work in partnership to protect victims and children living with domestic abuse. The benchmarking exercise developed a series of actions for the SKP, including a greater focus on joint training between adults' and children's partners.
- Prevent Training - The Multi-Agency Prevent Partnership is recommending the Home Office online Prevent training to partners e.g. LFB as well as classroom based training where required. 100% of Street Pastors intake have completed the online Module with Oxygen having

provided facilities for any Street Pastors without access to IT.

Kingston Healthwatch

- In 2017/18 Healthwatch Kingston (HWK) has endeavoured to become a more active partner on the Board. We are planning the establishment of a Safeguarding Community Reference Group. Our role is to provide an opportunity for service users to find their voice, enabling them to comment on the services they receive.
- HWK Board has a lead member for Safeguarding, and in March 2018 updated its policies. This has been supported by the start of a roll out of training delivered by the Training Sub Group to our Board, staff and key volunteers.

London Ambulance Service NHS Trust

- The LAS developed a set of 4 dementia films which were used for training in 2017 and shared with national ambulance partners. The DVD was shortlisted for a Patient Safety Award.
- The LAS has reviewed its ability to attend every London Borough Safeguarding Adult's Board and has considered that its resources are best used though attending the over-arching London Safeguarding Adults Board and meeting regularly with a number of Independent SAB Chairs. There will still be good engagement in respect of specific safeguarding adults concerns and contributions to Safeguarding Adults Reviews