

# Solihull Safeguarding Adults

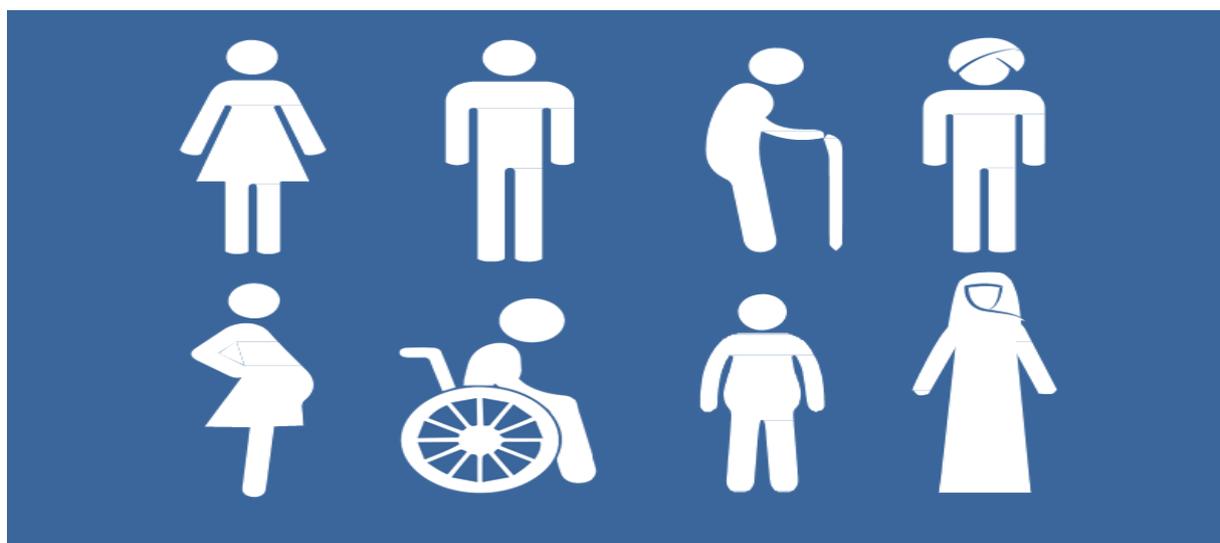
## Guidance for Prevention and Early intervention strategies to safeguard adults

**2016- 2020**

pushing  
bullying pinching  
withholding food & drink coercion intimidation  
hitting isolating  
restraint emotional abuse  
misusing medication shaking  
scalding teasing sexual abuse  
leaving on own blaming  
stealing money or benefits neglect  
leaving on own ignoring needs

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*Discriminatory Abuse*

## 1. Introduction

It is fundamental in any civilised society that the most vulnerable people are protected from abuse and neglect when they cannot safeguard themselves.

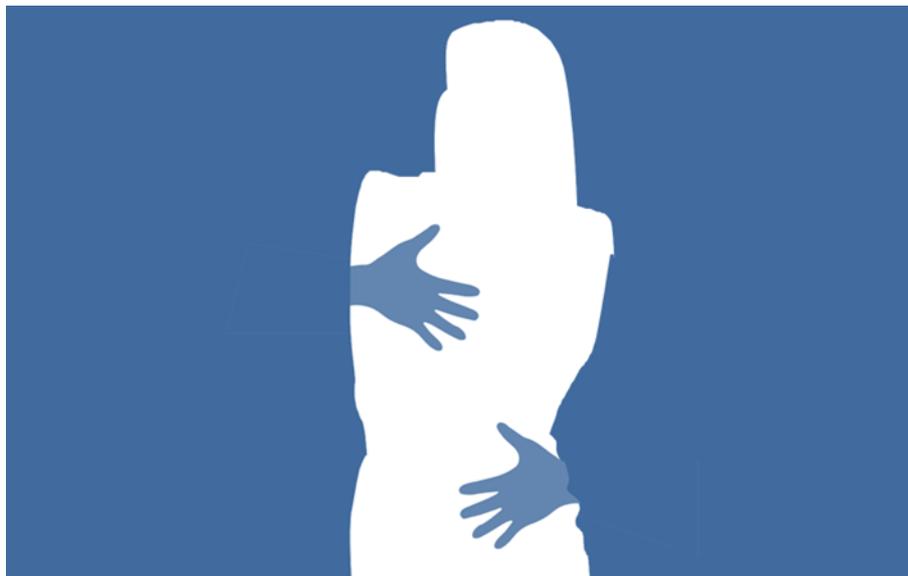
Safeguarding is much wider than just protecting adults with care and support needs, it is about allowing, enabling and empowering adults to live their lives as they wish, make decisions and choices, take risks, be in control, promote independence and maintain wellbeing.

The safeguarding of adults is a multi-agency and society responsibility.

The Care Act 2014 explicitly requires local authorities to work with partner agencies to actively promote people's independence and wellbeing, not just to respond to crises when they occur. This applies to the safeguarding of adults with care and support needs, where the aim should be to prevent abuse and neglect from occurring (or recurring) wherever possible.

This document has been drawn up to guide partners on how to include prevention and early intervention in their day to day work in safeguarding adults from harm and abuse. It is informed by:

- What adults with care and support needs have told us should be a priority
- What practitioners and professionals have told us would help and
- What research has identified as best practice and effective prevention and early intervention.



*Sexual Abuse*

## 2. What is prevention and early intervention?

Prevention is the action of stopping something from happening or arising.

Early intervention means providing additional help and services as soon as problems emerge, or if there is a strong likelihood that problems will emerge in the future. This reduces the need for emergency services where problems have become entrenched and are more likely to recur.

***It is better to take action before harm occurs.***

## 3. National context

Prevention and Early Intervention to safeguarding adults from harm and abuse is set within the following legislative, guidance and policy drivers:

2014 Care Act 2014

2015 Care Quality Commission Safeguarding Protocol

2007 Mental Capacity Act (MCA) 2007

2009 Deprivation of Liberty Safeguards

2008 Dignity in Care campaign aimed to create a care system with zero tolerance of abuse and disrespect

2006 The Safeguarding Vulnerable Groups Act 2006

2008 Health and Social Care Act 2008

In addition over the last few years the following areas have increasingly been identified as safeguarding adults issues.

- Self-Neglect
- Hate Crime
- Domestic Abuse – Forced Marriages, Honour Based Crime
- PREVENT – Radicalisation
- Anti-Social Behaviour (ASB)
- Sexual Exploitation
- Modern slavery

## 4. Developing this guidance

This guidance has been developed by:

- Engagement with adults with care and support needs
- Consultation with key professionals and practitioners
- Review of key literature – specifically SCIE Report 41 – Prevention in adult safeguarding.

**Adults with care and support needs and the wider public identified the following as important:**

- Information on abuse and how and where to report concerns.
- Quality and safety in care homes and staff training.
- Tackling the issue of loneliness.
- Reducing the incidents of anti-social behaviour.
- Raising awareness of Hate Crime and where to report it.
- Dignity in care.
- Stop the steady increase in financial abuse.
- Safety on public transport, especially for older adults.

**Key professionals and practitioners said that** prioritising Prevention and Early intervention in the following ways would help:

- Through raising awareness of adult abuse with the public.
- By ensuring all services commissioned are safe and provide good quality care.
- Through local communities being the eyes and ears of safeguarding – speaking up for people who may not be able to protect themselves.
- By prioritising older people and adults with learning disabilities.
- By working with adults with care and support needs.
- Through consistent safeguarding practices across all agencies underpinned by robust quality assurance.

**Research has identified the following as best practice and effective prevention:**

- Identifying risk factors can help to prevent abuse by raising awareness among staff and service managers of the people in their care who may be most at risk of abuse. If staff are aware of risk factors, they can use

these insights to develop effective risk assessments and prevention strategies.

- Public awareness campaigns can make a significant contribution to the prevention of abuse. They are more effective if backed up by information and advice about where to get help and training for staff and services to respond.
- Accessible information and advice are essential building blocks for prevention of abuse and for backing up public awareness campaigns. Information about abuse and what to do about it needs to reach all different sectors of the community through a range of different routes.
- Advocacy can make a significant contribution to prevention of abuse through enabling adults with care and support needs to become more aware of their rights and able to express their concerns.
- Training of adults at risk needs to be backed up by training and education of staff to ensure a receptive environment to the newly skilled adult. It should include awareness raising about abuse and safeguarding adults policies and procedures as well as communication skills in order to promote prevention.
- Policies and procedures within services – not just safeguarding policies and procedures – can support the prevention of adult abuse. Key to the successful prevention of abuse is an open culture with a genuinely person-centred approach to care underpinned by a zero tolerance policy towards abuse and neglect.
- Reducing isolation through links with the community can mean that there are more people who can be alerted to the possibility of abuse as well as provide links to potential sources of support for adults at risk and family carers.
- Regulation and legislation both can play a role in the prevention of abuse. There has been increasing support in recent years for the introduction of new legislation to strengthen adult safeguarding frameworks at a local level.
- Multi-agency working is key to successful adult safeguarding work.
- Empowerment and choice need to be at the core of safeguarding policy and practice; this means working to enable adults with care and support needs to recognise and protect themselves from abuse. It also means taking a risk enabling approach within services and ensuring that people who use services have genuine choice both of and within services.

## 5. Key elements of prevention and early intervention



All partners are encouraged to undertake a range of activities to promote wellbeing and safety and maintain independence and choice as a means of eliminating or reducing an individual's vulnerability to harm, mistreatment or exploitation.

### **General activities to promote 'wellbeing' and safety may include:**

- Providing widespread and easy access to good quality information which practitioners ensure that people understand.
- Information and support is targeted at people's individual needs. People who pay for their own care and support services, direct their own support or receive a personal budget have access to guidance about how they can protect themselves.
- Practitioners talk to adults with care and support needs about what their goals are and how they want to live their lives. The aim is to help people to develop their resilience and retain their independence. The focus should be on all aspects of the person's wellbeing, not just their safety.
- Supporting safer neighbourhoods (e.g. Safe Places scheme, safety on public transport, reducing incidents of ASB);
- Promoting healthy and active lifestyles (e.g. Active Solihull - falls prevention, Public Health campaigns)

- Reducing loneliness and isolation (e.g. befriending schemes, also see 'Promising approaches to reducing loneliness and isolation in later life', Age UK). Adults with care and support needs can also be encouraged to reduce their potential isolation by making links with their wider community, to increase the number of people who will 'look out for them' and support them.
- Practitioners ensure adults with care and support needs know what their rights and choices are, and where they can get help and support if they need it.
- Creating a culture of care and respect (e.g. Dignity champions)
- Making every contact count to achieve early identification and intervention (e.g. WMFS Home Safety Checks)
- Working early with families about care arrangements if a family member becomes ill or disabled (e.g. carers assessments)
- Improving economic wellbeing
- Taking every opportunity to raise awareness across communities, with the public, service users and their families, professionals and practitioners using good quality data and information. (e.g. Posters, campaigns)
- A well trained workforce operating in a culture of zero tolerance of abuse. (training, competency frameworks, champions)
- Targeting awareness campaigns (WEAAD, National Hate Crime week etc.)

### **Specific activities to prevent abuse, mistreatment and exploitation**

- Identifying vulnerability factors and potential risks as part of the needs assessment/review and address these as part of the support planning process. (s9 assessment of an adults needs for care and support, A&E Triage, domestic abuse direct questioning).
- Providing people with good information, advice and support on the whole range of adult safeguarding issues – including helping people to understand the different types of abuse and why 'we' are concerned, risks, everyone's right to be free from abuse and their right to support and advocacy. (Information and advice hubs, personalised information and leaflets, accessibility, social media)

- Adults with care and support needs are encouraged to think about their strengths, existing resources and any informal support networks they have around them. They can then be helped to identify what their particular needs are, what complex situations may exist and whether they face any risks.
- Developing and promoting a range of 'Keeping Safe' initiatives (e.g. Mail and Telephone Preference Services, Safer Places, Safe and Sound, No Cold Calling Zones, Hate Crime reporting centres, Neighbourhood Watch, Dementia Friendly Communities, etc.)
- Providing training and education of service users on exploitation and abuse in order to help them to recognise this and to have the interpersonal skills necessary to deal with the situation should this occur (e.g. Friend or Foe training)
- Ensuring people are safe in whatever setting they live and that they are protected by the crime prevention measures aimed at the whole community and that they can access mainstream criminal justice and victim support services. (e.g. Victim support)
- Using support plans to reduce loneliness or isolation and helping the person to strengthen or build their social and support networks.(e.g. Local Area Coordinators)
- Supporting carers by offering an assessment of needs for support and use this as an opportunity to explore the individuals' circumstances - consider whether it would be possible to provide information, or support that prevents abuse or neglect from occurring. But also recognition that abuse or neglect may be unintentional and may arise because a carer is struggling to care for another person. This makes the need to take action no less important, but in such circumstances, an appropriate response could be a carer assessment, support package for the carer and monitoring. (e.g. s10 assessment of a carer's needs for support, providing information and/or training to the carer about the condition that the adult they care for has, or to support them to care more safely). Note Carers should be seen as key partners in identifying, combatting and preventing the abuse of adults
- Partnership forums enable information to be shared and co-ordinated responses agreed before safeguarding. (e.g. Harm Reduction and ASB Forum, Multi Agency Care Homes Quality Review Group, Tripartite meetings, MARAC etc)
- Ensuring the person is able to access support and services to help them recover from the abuse or neglect they have experienced. This approach will also help build future resilience.

**Activities to promote prevention and early intervention in care settings may include:**

- All commissioners should ensure that the principles of wellbeing and adult safeguarding are directly linked into commissioning, contract and procurement activity. (via service specifications, contracts and procurement activity)
- All commissioners should assure themselves, through contracting arrangements that providers have clear arrangements in place to prevent abuse or neglect and that they undertake a range of activities aimed at keeping service users safe. (via procurement activity and ongoing contract monitoring)
- Care providers should be able to demonstrate a person centred approach to care; a zero tolerance of abuse and neglect which encourages whistleblowing; staff, service user and family awareness of the nature of abuse and what to do if this is suspected; safe recruitment practices; regular quality monitoring and audit of care; regular staff training and updating of skills and clear policies and practice guidance available to all staff and volunteers. (via procurement activity and ongoing contract monitoring and CQC Inspection reports)
- Care providers should make their staff aware through internal guidelines of what to do when they suspect or encounter abuse of adults in vulnerable situations. This should be incorporated in staff manuals or handbooks detailing terms and conditions of appointment and other employment procedures so that individual staff members will be aware of their responsibilities in relation to safeguarding adults. This information should emphasise that all those who express concern will be treated seriously and will receive a positive response from managers. (via procurement activity and ongoing contract monitoring and CQC Inspection reports)
- All commissioners should assure themselves, through contracting arrangements that a provider is capable and competent in responding to allegations of abuse or neglect, including having robust processes in place to investigate the actions of members of staff. (via procurement activity and ongoing contract monitoring and CQC Inspection reports)
- All commissioners should put in place robust arrangements to enable poor or unsafe care to be identified and addressed at an early stage.
- Concerns about the management or leadership of a provider are identified and shared as early as possible. (e.g. MACHQRM, Tri-partite meetings with CQC)

- Concerns about services resisting the involvement of external people – is it a ‘closed’ or ‘open’ sort of place?

### **Specific activities to prevent abuse, mistreatment and exploitation by staff, volunteers and students**

- Providing awareness training to the whole workforce who come into contact with adults with care and support needs (this can be via e-learning, face to face or distance learning)
- Providing further training and education to the workforce relevant to their roles and responsibilities on the wide range of abuse types, the West Midlands Adults Safeguarding Policy and Procedures, and the interpersonal skills necessary to deal with the situation should this occur. (Level 2, 3 and 4 training)
- Robust recruitment procedures are in place across the partnership and contracted providers and include procedures for referring staff unsuitable to work with adults with care and support needs to the relevant regulatory authority.
- The workforce is aware of effective information sharing arrangements across the partnership.



*Self-neglect*

## 6. What will success look like?

Prevention and Early intervention strategies that safeguard adults will be evidenced by:

- The guidance within this document informing day to day practice and the development of strategies across the partnership.
- The number of safeguarding concerns being raised by the year 2020 will reduce.
- Adults with care and support needs are better informed of their rights and how to keep themselves well and safe.
- Practitioners routinely promote people's independence and wellbeing in addition to responding to crisis when they occur.
- Stay safe campaigns and work is targeted, informed by demographics, data and research.
- The quality of health and social care services in the Borough are good or outstanding.
- Health and social care services are integrated so people's experiences are positive and good.



*Modern Slavery*

## 7. References

Care and Support Statutory Guidance Issued under the Care Act 2014

Hampshire Safeguarding Adults Board Prevention and Early Intervention in Adult Safeguarding Hampshire and Isle of Wight Guidance May 2015

SCIE Adult safeguarding sharing information 2015

SCIE Report 41 – Prevention in adult safeguarding.

Solihull's Safeguarding Adults Board Prevention Strategy 2008 -2012

The Care Act 2014

University of Hull – Early Indicators of Concern in Residential and Nursing Homes for Older People October 2012

University of Hull – Early Indicators of Concern in Residential Support Services for People with Learning Disabilities October 2012.



*Organisational Abuse*