


<b>TITLE</b>	<b>Safeguarding and Care Governance Processes in Adult Social Care</b>
<b>FOR CONSIDERATION BY</b>	Health Overview and Scrutiny Committee on 27 November 2012
<b>WARD</b>	None Specific

**Review of Adult  
Safeguarding 2012**

Mike Wooldridge  
Development and Improvement Team  
Manager, Health and Wellbeing



---

---

---

---

---


---

---

---

**Background**

- Last CQC inspection 2008 – Good
- CQC not inspecting Safeguarding now
- Increasing public awareness and increasing referrals putting pressure on ASC
- Winterbourne view – abuse in care
- Locally – CQC report Atlas care homes



---

---

---

---

---


---

---

---

**Two work streams**

- **Adult Safeguarding** – How ASC responds to Alerts raised under multi-agency policy and procedures. Statutory role of local authority to assess Alerts and determine the most appropriate response under multi-agency policy and procedures.
- **Care Governance process** – How we respond to concerns about poor practice and abuse in care settings
- **Independent reviewer commissioned**
- **Prevention work out of scope for this review**



---

---

---

---

---

---

---

---

### Findings of independent reviewer

- Alerts were being raised by a wide range of professionals, including external health partners and provider organisations.
- Although this was only a small sample of cases, the evidence suggested that the message of 'zero tolerance of abuse' was well understood and that people were raising Alerts appropriately.



---

---

---

---

---

---

---

---

### Findings of the independent reviewer

- Of the 16 cases analysed, all of the responses were proportionate.
- The audit did not identify any significant concerns in relation to safeguarding practice. People were being safeguarded and practice was safe.
- However, a number of areas for development were identified and four recommendations have been made to assist the Council with the next phase of practice development.



---

---

---

---

---

---

---

---

### View of the reviewer

- The alerts seen as part of this audit were no different to anything that I have seen with any other local authority. They ranged from apparently low level concerns about customers in residential care hitting and pushing each other through to allegations of fraud, sexual abuse and domestic violence.
- All such alerts have to be assessed efficiently and promptly, and the response then needs to be proportionate. This audit did not identify any issues of significant concern in relation to the assessment of alerts, the decisions reached, and the proportionality of responses.
- There was absolutely no evidence that more resources were being deployed than was necessary.



---

---

---

---

---

---

---

---

## Improvements and Actions

- Recording paperwork and procedure to be changed to prompt more detailed recording of reasons for decision.
- Adult Safeguarding Service Manager to give detailed feedback to operational managers
- Seminar for operational managers to embed changes in practice
- Training to be updated
- Further audit to ensure improvements are made



---

---

---

---

---

---

---

---

## Care Governance

- WBC Safeguarding duty for all providers of social care – not just those we commission
- Aim to ensure they are safe and meet needs of customers
- Provide training, support and advice
- Work in partnership with NHS, Police and CQC
- Cautions list – sanction for providers where there are concerns about safety and quality of care



---

---

---

---

---

---

---

---

## Care Governance – Independent Reviewer

- Review of policy and procedure
- Interviews and focus groups of staff
- Care Governance Board
- Telephone interviews with 4 Providers
- Comparison with 6 other local authorities



---

---

---

---

---

---

---

---

## Feedback from providers

- Helpful and constructive but tough
- Unfair and based on unsubstantiated and anonymous allegations
- Praise for professional and constructive approach and emphasis on developing trust
- Criticism of communication and transparency



---

---

---

---

---

---

---

---

## Findings

- WBC response is proportionate, robust and effective
- Similar to other local authorities
- Areas for development:
  - Communication with providers about decisions
  - Framework to support decision making
  - Framework for investigating concerns raised



---

---

---

---

---

---

---

---

## Next Steps

- Action plan to address recommendations of review
- Continue to monitor activity levels and allocate resources accordingly
- Need to consider how we can respond to increasing referral rate
- Dignity in Care campaign to address concerns in care provision



---

---

---

---

---

---

---

---