



# Safeguarding Adults

## **Multi-Agency Workforce Development Plan**

**2010-13**

**SEPTEMBER 2010**

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## 1. Introduction

The Safeguarding Adults Workforce Development Plan sets out the range of training and development programmes available in South Gloucestershire to ensure all relevant workers have the knowledge and skills they need to help safeguard adults from abuse. The Plan has been updated (June 2010) to take into account the changing context for safeguarding. Training plays a part in supporting the overall work led by the South Gloucestershire Safeguarding Adults Board, not least in ensuring that employees work properly within the local multi-agency Safeguarding Adults Policy and Procedures.

Employees from a wide spectrum of services and agencies are required to attend some form of Safeguarding Adults training in order to be able to do their job. The Safeguarding Adults Board strongly encourages all employees of its member agencies to attend the “multi-agency” training coordinated by the Council’s Community Care and Housing department. “Single-agency” training can also be accessed, via employees’ own organisations.

The multi-agency training programme is developed and managed by a Training sub-group of the Safeguarding Adults Board. It consists of representatives from the Community Care and Housing department, NHS organisations, and the voluntary/independent sectors.

Based on national standards around safeguarding, the Board has ratified a local Competency Framework (agreed 2007, updated 2010). This gives people involved in safeguarding clarity about their particular roles and responsibilities, depending on the stage of the safeguarding process in which they are involved. All organisations in South Gloucestershire whose work involves safeguarding are expected to embed the Competency Framework in their working methods and to ensure the learning from training programmes is spread throughout their agency or workplace.

While each partner agency will have its own workforce development plan that will include how they train staff in safeguarding adults issues, multi-agency training programmes can be accessed by any relevant employees working in South Gloucestershire. These courses link directly to the local competency framework, and provide “underpinning knowledge” against national standards that social/health care staff (and other occupations) are expected to meet. Staff can then use the learning to demonstrate their wider work-based competence & gain a nationally-recognised qualification.

The Board stresses the importance of all employees accessing the multi-agency training that:

- Promotes their ability to work together
- Increases understanding of each other’s roles in the Safeguarding Adults process
- Helps leads to a co-ordinated and well-informed approach to safeguarding adults from abuse

Peter Murphy, Director of Community Care and Housing Department  
Chair, Safeguarding Adults Board, June 2010

## 2. Context

### 2.1 Key Themes/Messages for Workforce Development:

The key recent, and ongoing, national and local developments that have influenced and provide support for this Plan are:

- \* The ADASS National Framework of Standards for good practice and outcomes in adult protection work, leading locally to the Assurance Framework and Audit for Safeguarding Adults Board Partners
- \* The Department of Health Review of No Secrets
- \* The personalisation of social and health care services for adults, leading to significant changes in the workforce, e.g. job-roles, regulatory systems, information and role of service users (and carers). In particular the South West Region Safeguarding and Personalisation Framework (2010)
- \* The introduction of the Deprivation of Liberty Safeguards element of the Mental Capacity Act wef April 2009
- \* A number of serious cases of adult abuse (e.g. in Cornwall and Sutton/Merton, the murder of Steven Hoskin) and a range of national studies into the causes and effects of the abuse of vulnerable adults
- \* The CSCI report into safeguarding arrangements across the country (2008)
- \* The introduction of the Independent Safeguarding Authority
- \* Changes in the ways people interact and communicate (e.g. growth in social networking, use of the internet, mobile phones) leading to new challenges for the workforce in managing risk/safeguarding generally
- \* The broad desire for an increase in Service User/Carer involvement in the design and/or delivery of adult care staff training
- \* Developments in national competency/learning frameworks and qualification structures, and benchmarking our approach against other areas
- \* The Institute of Public Care (IPC) Review of safeguarding arrangements in South Gloucestershire in 2009
- \* The ADASS Audit of safeguarding in the South West region
- \* The local Serious Case Review (2008)
- \* The introduction of safeguarding-related job roles in key partner agencies with a role to support workforce development activities
- \* The Safeguarding Adults Board annual Workplan, incorporating key messages from Board sub-groups, other agencies and operational teams
- \* Changes to the South Gloucestershire Policy and Procedures, which can mean that certain teams need update training such as risk assessment, case recording (Swift etc)
- \* Learning from joint working with partners, which can lead to greater emphasis in certain aspects of training (e.g. the importance of effective information-sharing resulting from cross-working with children's services)

All of the above have an impact on the type of training and development required by staff across a wide range of services.

### 3. Review of 2007-10 plan

3.1 The 2007-10 Safeguarding Adults Workforce Development Plan was produced following the launch of the new Safeguarding Adults Policy that year. It established the local set of competencies for the first time, and explicitly set out the range of multi-agency training programmes available to statutory and IVP sector agencies:

“Core safeguarding adults programmes”:

- Safeguarding Adults Alerter
- Managing Good Practice in Safeguarding Adults Issues
- Safeguarding Co-ordinators
- Safeguarding Adults: Managers Cascade
- Safeguarding Adults: Update

Generally, these courses have been well-accessed by staff from a range of partner agencies, with particularly encouraging levels of demand for the half-day Alerter training: over 3,000 locally-based staff have attended this course in the last 8 years. These are mainly staff working in adult social care agencies.

3.2 The Training sub-group has closely monitored the “core” courses to ensure there are sufficient courses on offer (more are commissioned when demand is high) and to adapt the content when required.

Key developments and decisions have been:

- Co-ordinators training: opening up this course to wider groups of managers (in the NHS and IVP sector); Police (PPU) direct involvement in the delivery; recognition that the course needs to evolve to ensure sufficient focus on key skills around investigation, and assessing and managing risk.
- joint design work with PCT colleagues to ensure that staff from health service agencies feel that all the multi-agency training programmes are relevant to their context.
- targeting IVP adult social care agencies who have not yet accessed the Managing Good Practice in SGA Issues training, to strongly encourage them to do so, as this is seen as a key element in the implementing the overall local workforce development strategy
- a series of presentations by the relevant safeguarding adults managers to AWPT staff to promote better awareness of safeguarding issues and responsibilities in Mental Health Services
- presentations and Alerter workshops delivered to local voluntary sector organisations in collaboration with The Care Forum
- increased focus on enabling staff from housing-related service providers to access the core SGA training programmes
- a decision to adapt the process by which staff across all agencies working above Alerter level can keep their safeguarding-related CPD updated, moving on from the previous half-day workshops to designing conference-style events that allow effective critical reflection and link to related issues like the Mental Capacity Act, Dignity in Care etc.

3.3 The Safeguarding Adults Board's annual Workplan provides year-on-year direction for workforce development and training commissioning and delivery. This has ensured that in addition to the core training courses, other learning programmes have been developed to form a group of "related-support courses":

- CPD workshops for Managers and Senior Practitioners
- Hate Crime and Domestic Violence training
- Mental Capacity Act training
- Deprivation of Liberty Safeguards training
- Charing & Note-Taking workshops
- Role of the Appropriate Adult training

Attendance at these courses provides employees with relevant information which can be counted towards any requirement to keep regularly updated around safeguarding adults issues in general.

The review of this Plan and accompanying Competency Framework highlights further areas for development in safeguarding-related training:

- \* Manager Training: particularly around Charing Skills and Overseeing the Process, and in supporting managers to understand the implications of introduction of the Independent Safeguarding Authority (ISA) for their recruitment processes
- \* Specific SGA-related courses that respond to newly-identified needs and issues in a changing social and work environment such as the increasing use of Social Networking, and the issue of Sexual Predators in Care Homes.
- \* Linked to the above, ensuring relevant practitioners access training that gives them the knowledge and skills they need to work jointly with (especially in terms of information-sharing) colleagues in children and young peoples services
- \* Training and development that links to Dignity in Care/Human Rights issues and promotes person-centred planning and working (PCP) as a core value for employees, to foster working environments that properly safeguard people. This links to the need to keep such training focused on leaders and managers as well, as they set the culture in organisations and workplaces. The Training sub-group will consider whether and how it can stimulate more "team-based" development that focuses on improving practice around safeguarding adults.

The full range of Safeguarding Adults (and related) Training Programmes are set out in pages 11 - 18 of this Plan.

3.4 Staff and managers in the independent sector play an important role in the prevention of abuse, and also increasingly in the multi agency response when concerns arise. Not all local independent providers were accessing the multi-agency training, so the Training sub-group sent these agencies a questionnaire to get clarity on how they were ensuring their staff receive at least Alerter-level training to meet the relevant competencies. There was a good response to this and as a result a number of those providers do now access the multi-agency courses. This is ongoing engagement work for the sub-group and links to the wider Council "Target 27" collaboration between the CCHD, CQC and employer partnership Care Learning to engage with and provide additional support to providers who are not meeting relevant national

minimum standards, including around safeguarding issues. Part of this support has delivered a local “Learning Exchange Network” for providers. The CQC has provided highly effective support for this work. There will continue to be a focus on ensuring independent providers’ staff and managers access the safeguarding training they need, supported by the IPC recommendations in this respect.

3.5 The Quality Monitoring sub-group’s work in auditing completed safeguarding cases has indicated a number of issues that have implications for staff training. In particular it focuses on practitioners’ understanding of the local policy and procedures which, along with recommendations from the IPC Report and Serious Case Review, have led to adaptations to the Safeguarding Adults Co-ordinators training and to bespoke training for CCHD staff on proper case recording when using the Swift database system. In future this will focus on the use of the Adult Integrated System (AIS).

3.6 The introduction of more personalised services, including an increased use of direct payments and personal budgets, is leading to changes in the nature of the workforce. Employees of Direct Payment Users (PA’s, Support Workers) have been accessing Alerter training in greater numbers, particularly since 2009, and the CCHD has a specific plan to ensure this continues. Other safeguarding training will need to adapt to take into account the recommendations in the recently-published South West Region Safeguarding and Personalisation Framework. The CCHD’s new Risk Management Guidance on Supported Decision-Making will provide further context for such training.

In addition, different groups of people have been accessing safeguarding training in the past 18 months, including housing-related care/support providers, adult education-related providers, police and volunteer staff. This recognition that safeguarding is “everybody’s business”, particularly at Alerter-level, is very encouraging and the Training sub-group will work with the Communications sub-group to maintain a high profile.

3.7 While attendance numbers on safeguarding training programmes since 2007 are very encouraging these demonstrate only the “input” side of the investment that has been made locally. However, the fact that these figures continue to increase suggests that agencies are taking the importance of this aspect of their role seriously, and taking steps to ensure their staff have a least a baseline understanding of the issues. Additionally, the marked increase in safeguarding referrals over the same period provides some evidence that awareness of the importance of safeguarding adults has been raised to ever higher levels.

#### **4. Local Safeguarding Adults Competency Framework**

##### **4.1 National Context:**

National standards and expectations that influence the South Gloucestershire Competency Framework, and therefore the content of multi-agency training programmes include:

- No Secrets (5.2 – 5.3)
- ADASS Safeguarding Adults National Framework of Standards, Standard 5
- National Occupational Standards for Health and Social Care (which lead to NVQs at Levels 2 – 4)
- General Social Care Council Code of Practice for Social Care Workers, Standard 5
- Adult Social Care Common Induction Standards (Standard 5) and Learning Disability Induction Award (Unit 304)
- Safeguarding Adults Knowledge and Skill Sets (Skills for Care)

In addition, training programmes are based on the expectations and national outcomes/standards that the Care Quality Commission (CQC) has of agencies and workplaces in terms of ensuring effective safeguards to protect adults from abuse.

##### **4.2 South Gloucestershire Safeguarding Adults Competency Framework (updated June 2010):**

The Competency Framework applies to staff in all partner agencies and should be used as a guide to identify which courses should be undertaken by staff in different job-roles. All staff should refer to the Competency Framework with their managers to assess whether they have the knowledge of safeguarding adults appropriate for their role.

Having attended Safeguarding Adults Alerter Training (or equivalent awareness-level learning), employees at all levels are expected to be able to:

###### **AREA A:**

- 1 Recognise the circumstances and issues that make adults vulnerable to abuse.
- 2 Recognise evidence of abuse, and what might indicate that abuse has been, or is, taking place
- 3 Demonstrate an understanding of the factors that might increase the risk of abuse.



- 4 Report abuse according to the current South Gloucestershire Safeguarding Adults policy, including use of effective recording methods and understanding issues regarding the contamination of evidence.
- 5 Work in a manner that minimises the risk of abuse to vulnerable adults.
- 6 Recognise the impact of relevant legislation and guidance on their practice with vulnerable adults, including the Mental Capacity Act and the move towards more person-centred approaches.
- 7 Show an understanding of the principles and values of Safeguarding Adults practice, including issues of: equality and diversity, dignity in care, human rights, confidentiality and information-sharing
- 8 Recognise their own need for support and supervision, and know where in their organisation they can get support around safeguarding adults issues

In addition to competencies 1-8, and having attended “Managing Good Practice in Safeguarding Adults Issues” training, designated practitioners and supervisory/management-level staff are expected to be able to:

**AREA B:**

- 9 Support service users, and staff, who report concerns about abuse, including with issues of confidentiality and information-sharing.
- 10 Promote working practices that minimise the risk of abuse.
- 11 Understand the impact of the key pieces of legislation and guidance that underpin safeguarding.
- 12 Understand and use procedures to enable abuse to be reported.
- 13 Understand their role in the multi-agency information-gathering process.
- 14 Understand their contribution to the formulation and implementation of a Risk Management Plan.
- 15 Engage positively in the multi-agency approach to safeguarding.
- 16 Understand and use the Safeguarding Adults Policy and Procedures.

In addition to competencies 1-16, and having attended training for: Adult Care Social Workers, Care Managers, Senior Practitioners, Team Managers, Service Managers, Registered Managers, Home Care Managers and NHS staff working above Band 6, "Co-ordinators" are expected to be able to:

**AREA C:**

- 17 Understand the different roles and responsibilities of all agencies involved in the safeguarding adults process.
- 18 Understand what is required to conduct effective investigations.
- 19 Undertake and implement the Safeguarding Adults Risk Assessment process.
- 20 Understand the principles underlying sound and consistent decision-making in the Safeguarding Adults process.

In addition to the above competencies relevant to their specific role, any Manager of staff whose jobs involve safeguarding adults is expected to be able to:

**AREA D:**

- 21 Use their agency's recruiting procedures to minimise the risks of abuse.
- 22 Understand the role and function of the Independent Safeguarding Authority and its interface with the Care Quality Commission
- 23 Support the employees they line-manage, to ensure they have the resources and confidence to undertake their individual responsibilities under the safeguarding process.
- 24 Co-ordinate the Safeguarding Adults decision-making, assessment / investigation and protection planning process
- 25 Chair, convene and participate in Safeguarding Adults meetings or discussions

Reference Competency 1: "No Secrets" (Home Office and Dept of Health, 2000) definition of a vulnerable adult:

"A person who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation".

## 5. Safeguarding Adults Training Programmes: A. Overview

A.5.1 This overview shows the underpinning themes and processes relevant to the wider issue of safeguarding adults from abuse, the “core” multi-agency safeguarding adults courses available in South Gloucestershire and other related learning & training programmes, many of which are also most effectively tackled on a multi-agency basis.

<b>UNDERPINNING THEMES AND PROCESSES</b>	
<p><b>WORKPLACE INDUCTION:</b> all agencies are expected to ensure that new staff receive the essential information about Safeguarding Adults as part of their own Induction processes.</p> <p><b>DIGNITY IN CARE, HUMAN RIGHTS, EQUALITY and DIVERSITY:</b> these issues underpin high quality care and support services and all staff involved in safeguarding adults from abuse should receive training in these key areas, relevant to their specific job role.</p> <p><b>PERSONALISATION, PERSON-CENTRED PRACTICE:</b> all adult social care and health staff should access training and learning to ensure they understand how to work in a person-centred way when planning and delivering services.</p> <p><b>EFFECTIVE PRACTICE AND CASE RECORDING:</b> staff in all agencies should be trained in, and competent to use, the relevant documentation and/or database systems (e.g. Swift/AIS) needed to record actions and decisions</p>	
<b>CORE SAFEGUARDING ADULTS PROGRAMMES</b>	<b>RELATED TRAINING PROGRAMMES</b>
<p><b>SAFEGUARDING ADULTS ALERTER TRAINING:</b> Half-day multi-agency course. To be accessed by <u>all</u> staff working with adults. An equivalent single-agency course is delivered by AWPT and NBT. <b>Competency Framework: Area A</b></p>	<p><b>MENTAL CAPACITY ACT: FOUNDATION</b> One-day multi-agency course, for all health, social care and housing staff working with adults.</p>
<p><b>MANAGING GOOD PRACTICE in SAFEGUARDING ADULTS ISSUES:</b> One-day multi-agency course. For designated practitioners and manager/supervisors who need to know how to respond to an “alert”, gather information and decide what to do next. <b>Competency Framework: Area B</b></p>	<p><b>DEPRIVATION OF LIBERTY SAFEGUARDS: (DoLS) FOUNDATION</b> Half-day multi-agency course for adult social care, health &amp; housing “assessor” staff and managers, especially Residential Care Home/Ward managers.</p>
<p><b>SAFEGUARDING ADULTS CO-ORDINATOR TRAINING:</b> One-day multi-agency course, for middle/senior managers and practitioners (social/health care) to understand effective investigation, (risk) assessment and decision-making. <b>Competency Framework: Area C</b></p>	<p><b>ROLE OF THE APPROPRIATE ADULT:</b> Half-day course for adult social care practitioners, giving an overview of the law and local systems and processes to follow; in collaboration with the Police.</p>
<p><b>RISK MANAGEMENT &amp; ASSESSMENT TRAINING:</b> Half-day course for already-trained “Co-ordinators” to update them on new risk management tools and processes. <b>Competency Framework: Area C</b></p>	<p><b>HATE CRIME &amp; DOMESTIC VIOLENCE AWARENESS:</b> One-day multi-agency course for all adult social care staff.</p>
<p><b>CPD UPDATE: SAFEGUARDING &amp; MENTAL CAPACITY</b> Half-day conference for staff working <u>above Alerter-level</u>, to refresh knowledge and practice. Staff should update at least every 3 years, linked to their wider ongoing CPD. <b>Contributes to Competency Framework: Areas B and C</b></p>	<p><b>SPECIFIC SGA-RELATED NEEDS:</b> Courses set up in response to particular issues and themes, e.g. Think Family (&amp; other joint work with CYP), Social Networking and SGA, Sexual Predators in Care Homes</p>
<p><b>SGA: MANAGER’S CASCADE TRAINING:</b> One-day multi-agency course. To enable Managers/Team Leaders to cascade “refresher” information at Alerter-level to their own staff teams, adapted to their own specific needs. <b>Competency Framework: Area D</b></p>	<p><b>SUPPORTING PEOPLE WITH DEMENTIA:</b> A range of courses: awareness-level through to specific skills-based programmes. E-learning packages too.</p>
<p><b>MANAGER TRAINING:</b> - <i>CCH Team Manager, Senior Practitioner CPD Workshops:</i> To work to policy/procedures and maintain effective practice in managing &amp; coordinating safeguarding adults issues. - <i>Charing Skills &amp; Overseeing the Process:</i> For all managers whose role includes charing safeguarding meetings. <b>Competency Framework: Area D</b></p>	<p><b>OTHER TRAINING for MANAGERS:</b> That contributes towards good practice in safeguarding: - Providing Effective Supervision - Coaching Skills - Managing Difficult Conversations - Safer Recruitment (ISA etc)</p>

A.5.2 Each agency that employs staff requiring some kind of knowledge and skills in supporting adults who are at risk of abuse must:

- a). identify the specific competencies their employees require in order to be able to undertake their role. The local Competency Framework should be used when doing this analysis.
- b). ensure that those staff are then able to access training that gives them the information they need. Where possible this training should be one of the “multi-agency” options set out in this Plan as this enables their staff to train alongside people from a range of work environments thereby strengthening joint working across organisation. Each multi-agency course provides attendees with materials to use themselves and where relevant with their staff to ensure the knowledge is shared as widely as possible.

A.5.3 In some cases, agencies will choose to deliver the training that is required by their staff via a “single agency” training programme. For example AWPT delivers a half-day generic safeguarding workshop that aims to cover the Alerter-level requirements (local Competency Framework Area A) and NBT also arranges safeguarding adults training internally within the organisation.

A.5.4 Each organisation and workplace must ensure that new staff receive adequate information about safeguarding adults as part of their overall period of induction into that agency.

A.5.5 Building on data the Training sub-group has on training attendance to date, it will identify the numbers of employees in different sectors and agencies that need to be competent in safeguarding adults work and therefore require some form of training. This will enable the sub-group to plan future workforce development commissioning effectively, directing resources to the areas of greatest need.

Competency Framework Area				
Agency / Sector	AREA A: Alerter	AREA B: Practitioner / Supervisor	AREA C: Co-ordinators	AREA D: Managers
NHS South Glos				
AWPT South Glos				
North Bristol Trust				
Comm Care & Housing Dept				
South Glos Council -other				
Police Prison Service				
Residential & Nursing Care				
Home Care & Supp Living				
Day Services				
IVP Other				

## 5. Safeguarding Adults Training Programmes: B. Detailed information

Core safeguarding adults training programmes:

### B.5.1 Safeguarding Adults Alerter Training:

WHO IS IT FOR?	All employees involved in providing services that are accessed by adults who may be vulnerable.
DURATION	Half-day (3 hours)
LEARNING OUTCOMES  Competency Framework: Area A	<ul style="list-style-type: none"> <li>* An awareness of the types of abuse which staff may spot</li> <li>* An understanding of what to do if staff suspect abuse is taking place</li> <li>* An overview/awareness of the new Joint Policy/Procedure, especially the initial stages, and others' roles in operating these</li> <li>* A better understanding of abuse, so staff feel less reluctant to act upon any concerns or suspicions they may subsequently have.</li> </ul>

### B.5.2 Managing Good Practice in Safeguarding Adults Issues

WHO IS IT FOR?	Designated practitioners and supervisory/management-level staff in all agencies who need to ensure their staff respond appropriately to an "alert".
DURATION	One day (6 hours)
LEARNING OUTCOMES  Competency Framework: Area B	<ul style="list-style-type: none"> <li>* Clarity about their own role and responsibilities in safeguarding adults, specifically in how to support service users, and staff, who report concerns about abuse, including with issues of confidentiality and information-sharing</li> <li>* Guidance on how to promote working practices that minimise the risk of abuse.</li> <li>* An understanding of how the key pieces of legislation and guidance underpin safeguarding</li> <li>* Clarity on using the Safeguarding Adults Policy and Procedures, specifically in enabling abuse to be reported</li> <li>* An understanding of their role in the multi-agency information-gathering process</li> <li>* An understanding of their contribution to the formulation and implementation of a Risk Management Plan</li> <li>* Advice on how to engage positively in the multi-agency approach to safeguarding</li> </ul>

### B.5.3 Safeguarding Adults Co-ordinators Training

WHO IS IT FOR?	Adult Care Social Workers, Care Managers, Senior Practitioners, Team Managers, Service Managers, Registered Managers, Home Care Managers and NHS staff working above Band 6. All attendees should have completed the “Managing Good Practice in Safeguarding Adults Issues” training beforehand.
DURATION	One day (6 hours)
LEARNING OUTCOMES  Competency Framework: Area C	<ul style="list-style-type: none"> <li>* A recap on their prior learning/understanding of Safeguarding issues and practice</li> <li>* An understanding of the different roles and responsibilities of all agencies involved in the safeguarding adults process</li> <li>* Knowledge about what is required to conduct effective investigations</li> <li>* Information about how to undertake and implement the Safeguarding Adults Risk Assessment process</li> <li>* An understanding of the principles underlying sound and consistent decision-making in the Safeguarding Adults process</li> </ul>

### B.5.4 Risk Management & Assessment Training:

WHO IS IT FOR?	Previously-trained CCHD “Co-ordinators”
DURATION	Half-day (3 hours)
LEARNING OUTCOMES  Competency Framework: Area C	<ul style="list-style-type: none"> <li>* To bring existing Social Workers, Care Managers, Senior Practitioners, Team and Service Managers up to date with the new Risk Assessment and Management process and tools.</li> <li>* To ensure these staff have the knowledge, skills and confidence to undertake risk assessments in the context of the Safeguarding Adults Policy and Procedures</li> </ul>

### B.5.5 CPD Update: Safeguarding & Mental Capacity

WHO IS IT FOR?	Conference-style events for employees working <u>above Alerter-level</u> who have already attended safeguarding adults training (e.g. Managing Good Practice and/or Coordinators/Investigators training), who need to refresh their knowledge of the issues.
DURATION	Half-day (3 hours)
LEARNING OUTCOMES  Competency Framework: Areas B and C	<p>These will differ from year-to-year depending on the type of issues about which practitioners need to be kept informed.</p> <p>In 2010-11, there will be a focus on furthering delegates’ confidence and competence in making their professional contribution to cases that involve safeguarding and mental capacity issues.</p>

### B.5.6 Safeguarding Adults: Manager's Cascade Training

WHO IS IT FOR?	Managers or Team Leaders who have already attended other Safeguarding Adults training, who need to cascade "Alerter-level" information and learning to their staff team (i.e. linked to Competency Framework Area A).
DURATION	One day (6 hours)
LEARNING OUTCOMES  Competency Framework: Area D	<ul style="list-style-type: none"> <li>* Update on safeguarding issues and recap on Alerter information</li> <li>* Understanding approaches to use to refresh front-line staff's knowledge and confidence on safeguarding issues (coaching, groupwork etc)</li> <li>* Managers Guide/workbook materials to use directly with staff team following the course</li> </ul>

### B.5.7 Manager Training:

#### \* CCHD Team Manager & Senior Practitioner CPD Workshops

WHO IS IT FOR?	Community Care & Housing department Team/Service Managers and Senior Practitioners only.
DURATION	2 hours (every 3-4 months)
LEARNING OUTCOMES  Competency Framework: Area D	Vary according to chosen focus, e.g.: <ul style="list-style-type: none"> <li>- Legal Issues</li> <li>- Capacity</li> <li>- Best Practice in Safeguarding Processes</li> </ul>

#### \* Chairing Skills and Overseeing the Process:

WHO IS IT FOR?	All managers whose role includes chairing safeguarding meetings.
DURATION	Half-day
LEARNING OUTCOMES  Competency Framework: Area D	<ul style="list-style-type: none"> <li>* To clarify the processes involved in running safeguarding meetings, focusing on good practice and expectations in line with the local Safeguarding Adults Policy and Procedures.</li> <li>* To ensure managers who chair safeguarding meetings feel properly informed about what to do when preparing for and managing these meetings, so they can co-ordinate their role (and lead others such as note-takers) in achieving this.</li> </ul>

## SAFEGUARDING-RELATED TRAINING PROGRAMMES:

### **B.5.8 Mental Capacity Act: Foundation**

WHO IS IT FOR?	All staff working in adult social care, health and housing services, in both statutory and IVP sectors. Staff in other key agencies such as the Police and Probation service.
DURATION	One day (6 hours)
LEARNING OUTCOMES	<ul style="list-style-type: none"> <li>* An overview of the Act in practice</li> <li>* To review decision-making by the individual</li> <li>* Incapacity testing: who decides and what information takes precedence?</li> <li>* Best interests decision-making: balancing proportionality and rights</li> <li>* Advance Decisions and Powers of Attorney: which do you go with?</li> <li>* Restraint and Deprivation of Liberty</li> </ul>

### **B.5.9 Deprivation of Liberty Safeguards: Foundation**

WHO IS IT FOR?	Adult Social Care, Health and Housing Assessors and Managers, in both statutory and IVP sectors, especially Managers of Residential Care Homes and Hospital Wards. Staff in other key agencies such as the Police and Probation service.
DURATION	Half-day
LEARNING OUTCOMES	<ul style="list-style-type: none"> <li>* An overview of the legislation</li> <li>* Understanding of restriction and deprivation of liberty through existing case law and case studies</li> <li>* The authorisation process</li> <li>* Implications for practice</li> </ul>

### **B.5.10 Role of the Appropriate Adult:**

WHO IS IT FOR?	Adult Social Work practitioners and managers who support people involved in legal processes as an alleged victim or perpetrator.
DURATION	Half-day (3 hours)
LEARNING OUTCOMES	<ul style="list-style-type: none"> <li>* To ensure designated staff in CCHD social work and care management teams have the necessary information and skills to work as an Appropriate Adult</li> <li>* To increase participants' awareness of the relevant legal processes and confidence to undertake the role of Appropriate Adult</li> </ul>



### B.5.11 Hate Crime & Domestic Violence Awareness:

WHO IS IT FOR?	Community-based adult social care workers, and their managers/supervisors. Specifically workers in care management, social work, O.T., Home Choice/Housing Needs staff, employees working in home care, day care and supported living services.
DURATION	One day (6 hours)
LEARNING OUTCOMES	<ul style="list-style-type: none"> <li>* To be able to identify all the areas of hate crime and know how to report a hate crime / incident</li> <li>* To understand the effects hate crime can have on the individual</li> <li>* To be able to identify domestic violence and know the appropriate agency to contact when reporting a domestic violence incident</li> <li>* To have gained more knowledge on domestic violence and the impact it has</li> <li>* To understand how hate crime / domestic violence issues link with Safeguarding Adults work.</li> </ul>

### B.5.12 Specific Safeguarding Adults-Related Issues:

Courses and other learning solutions established in response to particular issues and themes that arise.

WHO IS IT FOR?	This will differ depending on the issue and learning need that is identified. Commonly: adult social care workers; housing staff; staff working in NHS services: PCT, AWPT, NBT; managers/supervisors of all the above services.
DURATION	Varies depending on the topic area: usually half-one day
POTENTIAL TOPICS and THEMES	<p>These are likely to be identified through the SGA Board's sub-groups (Quality Monitoring, Training, Communications etc), via other training programmes when delegates identify ongoing needs, or by ongoing liaison between the Safeguarding Manager and operational workers.</p> <p>Examples of potential topics include:</p> <ul style="list-style-type: none"> <li>- Think Family (and other joint training with children and young people's services to ensure effective working)</li> <li>- Social Networking and Safeguarding Adults</li> <li>- Sexual Predators in Care Homes</li> </ul>

### **B.5.13 Supporting People with Dementia:**

Multi-agency courses are available for all staff involved in safeguarding adults, especially (but not exclusively) workers in adult social care and health services:

#### **Dementia Awareness:**

A half-day workshop to raise awareness and knowledge of the causes and impact of dementia on individuals, and to highlight ways in which staff can work positively and effectively with older people who have dementia.

#### **Communication and Dementia**

A one-day course that provides an overview of the key issues that affect the way that people with dementia communicate with us and the strategies we can use to make ourselves more easily understood.

#### **Dealing with Anger in Dementia:**

A one-day course that provides a safe environment for employees to explore issues around working with people who have dementia and are angry; who, in feeling this way, may express this verbally, physically or through resistance to care.

#### **Dementia Awareness E-learning Package:**

An internet-based programme purchased jointly by local health and adult social care agencies. Accessed via: <http://www.kwango.com/sqbnhsdemlogin>

Login to the course with the details:

Username: sgb dementia

Password: sqbnhsdem

### **Information on Other “Single Agency” Safeguarding Adults Training Programmes:**

**AWPT** run monthly ½ day workshops (coordinated by their central training team) called:

“*Safeguarding Children and Adults* - child protection and vulnerable adults awareness training”.

#### Workshop Aims are:

- To recognise and acknowledge the shared responsibility for promoting a safer service.
- To raise awareness and understanding about the protection of children and adults
- To enable staff members to respond appropriately to concerns.

For further information contact the AWPT Training team at Callington Road.

**NHS South Gloucestershire**: Training can be provided on request for a particular team. Contact the Care Management Facilitator to discuss further.

## **6. How to access safeguarding adults training**

### **6.1 Multi-agency Training Programmes:**

- \* Safeguarding Adults Alerter
- \* Managing Good Practice in Safeguarding Adults
- \* Safeguarding Adults Co-ordinator
- \* Safeguarding Adults: Managers Cascade
- \* CPD Update Conferences

Plus: Mental Capacity Act (Foundation), Deprivation of Liberty Safeguards (Foundation), Hate Crime & Domestic Violence, Supporting People with Dementia training.

These programmes can all be accessed via:

South Gloucestershire Council Community Care and Housing Department, Staff Development and Training Unit, Vinney Green House, Emersons Green Lane, Mangotsfield, South Glos, BS16 7AT. Telephone: 01454-865921.

Email: [sdtu@southglos.gov.uk](mailto:sdtu@southglos.gov.uk).

Bookings can only be accepted in writing. For statutory sector agencies, there is a charge for accessing these programmes: £30 per head for a half-day's training and £60 per head for a full day's training. Managers and staff from South Gloucestershire Independent, Voluntary and Private sector agencies can access these multi-agency programmes at no cost, although charges (as above) are made for Late Cancellations or Non-Attendance on the day of the course.

### **6.2 Single-agency Training Programmes:**

These can be accessed by contacting your agency's training and development section (below). You can also get information from these staff on how safeguarding adults issues are covered in your agency's induction processes.

- \* South Gloucestershire Council: as above
- \* Avon & Wiltshire NHS Partnership Trust: Callington Road Hospital, Marmalade Lane, Brislington, Bristol, BS4 5BJ. 0117 919 5660.
- \* North Bristol Trust, and NHS South Gloucestershire: Care Management Facilitator, PCT HQ, Monarch Court, Emersons Green.
- \* Avon and Somerset Police:

### **6.3 Other Local Events/Workshops:**

To ensure as wide an access to information & learning as possible, other sectors/agencies can contact their safeguarding adults lead person, or the CCHD Safeguarding Adults Manager, to discuss the use of existing fora to discuss safeguarding issues. The Care Forum can assist with this in some cases.

#### 6.4 Useful Links:

A lot of useful information is available over the internet or via professional journals. E-learning programmes can be useful too, if supported by face-to-face training/learning:

- \* Practitioner Alliance Against Abuse of Vulnerable Adults (PAVA):  
<http://www.pavauk.org.uk//home/home.php>
- \* ADSS National Framework of Standards:  
<http://www.adss.org.uk/publications/guidance/safeguarding.pdf>
- \* Care Quality Commission:  
<http://www.cqc.org.uk/guidanceforprofessionals.cfm>
- \* Social Care Institute for Excellence (SCIE):  
<http://www.scie.org.uk/adults/index.asp>
- \* Research in Practice for Adults (RiPfA):  
<http://www.ripfa.org.uk/>
- \* Journal of Adult Protection:  
<http://pierprofessional.metapress.com/content/121398/>
- \* Social Care Information Learning Services (Scils):  
<http://www.scils.co.uk/>  
Register using this number: 282SOGL

#### 6.5 Training Attendance Records:

Each partner agency and individual employer is responsible for recording the Safeguarding Adults training their employees have undertaken. In addition, the CCHD holds records for all agencies whose staff have attended any multi-agency POVA/Safeguarding Adults courses since June 2001. These can be accessed by those agencies, upon request. Each employee should maintain records of their own continuing professional development as well.