

South Gloucestershire Safeguarding Adults Board

Minutes of the meeting held on 6th June 2019 Badminton Road Office



MEMBERS PRESENT	
Tony Oliver (TO)	Independent Chair
Simon Allen (SA)	Strategic Lead, Sirona Care & Health
Mark Almond	Avon & Somerset Police
Helen Blanchard (HB)	Interim Director of Nursing & Quality, NBT, NHS
Catherine Boyce (CB)	Strategic Safeguarding Service Manager, South Glos Council
Judy Eke (JE)	Adult Safeguarding Manager, Children, Adults & Health, South Glos Council
Lynn Franklin (LF)	Head of Safeguarding, Senior Nursing Team, Nursing & Quality, AWP
Rebecca Harrold (RH)	Partnerships and Commissioning Service Manager, South Glos Council
Sam Hawker (SH)	AbleCare Homes, Care Home Representative
Claire Hayward (CH)	Freeways CEO
Philippa Isbell	Strong, Safer Communities Manager
Rosemary Johnson (RJ)	Service Manager, Children, Adults & Health, South Glos Council
Dan Lloyd (PC)	Inspector Manager, CQC
Ben Moseley (BM)	Chief Inspector Neighbourhood & Partnership, Avon & Somerset Police
Paulette Nuttall (PN)	Head of Adult Safeguarding, Bristol, North Somerset, South Glos CCG
Sharon Prowse (SP)	Senior Manager, Freeways
Amanda Robbins	Locality Manager, Bromford Housing
Chris Sivers (CS)	Director, Children Adults & Health, South Glos Council
Sue Smith (SS)	Head of Safety, Equalities & Complex Needs, HMP Eastwood Park
Ben Stokes (BS)	Councillor, Adults, Housing & Public Health Committee Chair
Sarah Taylor (ST)	Board Manager, South Glos Council
Nick Thorne (NT)	Workforce Development Team Manager, Chief Executive, South Glos Council
Katy Trundle (KT)	National Probation Service
Carley Grimes / Carole Bevington	Note Taker, Business Support, Children Adults & Health, South Glos Council

APOLOGIES	
Victoria Caple (VC)	Avon & Somerset Police
Anne Clarke (AC)	Head of Adult Care & Social Housing, South Glos Council
Cecily Cook (CC)	BNSSG CCG
Helen Curtis (HC)	SWAN Advocacy
Gareth Ellaway (GE)	BNSSG CCG
Robert Fortune (RF)	Avon & Somerset Police
Claire Gilbert (CG)	SWAN Advocacy
Carol Metters (CM)	Team Leader, South Glos Services (Chief Executive, Next Link)
Sarah O'Leary (SOL)	Safe Link Manager, Next Link
Jeff Parry (JP)	Director of Operations, Milestones
Mark Pullin (MP)	Strong, Safer Communities Manager, Environment & Community Services, South Glos Council
Rosi Shepherd (RS)	Deputy Director of Nursing, NHS England
Clare Sims (CS)	Operational Manager BGSW CRC (Community Rehabilitation Company), National Probation Service

Mark Tucker (MT)	Safeguarding Lead, NHS England
Sarah Weld (SW)	Public Health Consultant, South Glos Council

MEMBERS NOT EXPECTED TO ATTEND ALL BOARDS	
Lynn Gibbons (LG)	Public Health Consultant, South Glos Council
Simon Hester (SH) Sarah Thompson (ST)	Safeguarding Manager, South West Ambulance Service
Neil Liddington (NL)	Unitary Group Manager, Avon Fire and Rescue
Dan Lloyd (PC)	Inspector Manager, CQC
Jeff Parry (JP)	Director of Operations, Milestones Trust

FOR INFORMATION ONLY	

1.	Safeguarding Story – Why are we here?				
	RH shared a story about a woman who was self-neglecting and passed away as a result of this. The agency supporting her has now completed training around self-neglect and staff have been encouraged to report concerns of self-neglect to safeguarding. The agency have been proactive in learning from this.				
2.	Introductions and apologies Welcome by TO and introductions from those present.				
3.	Confidentiality Confidentiality statement signed by those present. Chair reminded everyone of the importance of this.				
4.	Minutes of last meeting held on 7th March 2019:				
4.1	Inaccuracies: Page 2, “FS”. Omissions: None Minutes agreed and accepted.				
4.2	Matters/Actions arising from last meeting held on 7th March 2019:-				
	Item	Agenda No.	Action	Resp.	Status
	Performance Report	5	What is included in ‘other’ – to be checked. Very low reporting by members of the public – to be looked into.	CG	Completed
	Performance Report	5	Audit of medication errors to be completed.	CG	Completed
	Performance Report	5	Boots Pharmacy are to arrange their medications/delivery differently - do a brief for the Risk Register and send to ST.	SH	Completed
	Performance Report	5	2.2 What does the % means – TO to look into.	TO	Completed
	Performance Report	5	2.3 More information required re: cases taking 9-12 months and over 1 year. To come to next SAB.	CG	Completed
	Performance Report	5	2.4 & 2.5 Commentary to be included for next quarter.	CG	Completed

		Relationship between perpetrator and victim needs to be in the figures.	BM	
Quality Assurance Sub-Group	7	Board Members are requested to feedback to the QA Sub-group how the audit report on scams has been disseminated in their organisations and any action taken as a result of the recommendations.	ST / ALL	Completed
Learning & Development Sub-Group	8	Board members are asked to continue to promote the multi-agency safeguarding adults training and development offer as appropriate through their organisations/ sectors.	ALL	Ongoing
Communications & Engagement Sub-Group	9	Board members are asked to ensure the organisations they represent are aware of Stop Adults Abuse Week and the joint conference. At the June SAB there will be an item on the agenda for Board Members to share what the organisations they represent are doing for Stop Adult Abuse Week.	ALL ALL	Ongoing
Policy & Procedures Sub-Group	10	Organisational Abuse document - any comments/ amendments to be sent to JE by 21 March 2019. Board members are asked to ensure the organisations they represent are aware of the procedures.	ALL ALL	Completed
Risk Register	15	Board Members are asked to email any risks to ST.	ALL	Completed

Action

4.3	Risk Register	<p>TO confirmed the risk register is for the board to discuss and decide what goes onto it.</p> <p>5- No Deal Brexit and the risk of possible medication shortages and staffing issues. Board agreed this remains unknown.</p> <p>6- RH confirmed recruitment is an ongoing issue and is a significant risk as it is causing a shortage of care. Work is being completed with a new Project Manager in position with Proud to Care around recruitment. It has been highlighted that domiciliary care is largely affected by recruitment.</p> <p>Action: RH to complete the summary for the risk register and send this to ST.</p> <p>BS advised it was brought up at the full council from a member of public that 8% of staff recruited in care in South Glos are EU Nationals and 11% NHS staff are EU Nationals. AC is looking into this with RH.</p> <p>2- PN advised the risk is high due to limited attendance to Sub-Group meetings and they may need to take a new approach to the meetings to increase attendance.</p> <p>TO suggested looking at SMART working rather than meetings and to look into how effective this has been previously.</p> <p>1 – ST explained this was put onto the risk register as it was unknown how this would impact SAB. It was agreed due to changes being made this can be signed off.</p>	RH
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<p>5.</p>	<p>Performance Report (RJ)</p> <p>1.4 At SAB's request the 'Own Home' category was investigated further and figures broken down into categories of abuse.</p> <p>TO raised financial abuse is significantly high in 'Own Home' and asked if it was possible to find out who the perpetrators are. JE confirmed it can be.</p> <p>RJ advised there had been recent incidents reported around scams. It was discussed that reminders can be sent out and poster to be put onto the website to remind people about scams. Ongoing work is also being carried out with trading standards.</p> <p>Action – BM to send link for 'Action Fraud' to share this on the Local authority website.</p> <p>1.5 Figures for Domestic Abuse are high - what can be done to reduce this.</p> <p>Action- JE to interrogate data further to look at relationship of perpetrators.</p> <p>1.6 JE has looked into abuse category 'other' and explained that the cases would not fit into other categories. She gave 3 examples of her findings and it was agreed 'Other' was a suitable category and this will be monitored.</p> <p>2.3 Figures remain high and JE said this is due to data inputting errors rather than complex cases. There are some complex cases that remain ongoing. Business Support are looking into the data errors.</p> <p>Item 5.1</p> <p>2.6 BM confirmed the 12.3% safeguarding crimes resolved may not have been a positive outcome, but he will clarify this.</p> <p>ST asked if more information could be provided on Hate Crime and what needs to be focused on to prevent this.</p>	<p>BM</p> <p>JE</p> <p>BM</p>
<p>6.</p>	<p>Memorandum of Understanding (TO/ST)</p> <p>TO confirmed this was postponed at the last meeting due to discussions on altering wordings of the MOU. ST and CB checked with Legal and wording will not be altered as it is from The Care Act.</p> <p>All members were asked to sign a copy of the MOU if they have not already done so.</p>	<p>ALL</p>
<p>7.</p>	<p>Quality Assurance Sub-Group (PN)</p> <p>It was discussed how learning from the audit can be disseminated to smaller organisations. RH will send to domiciliary care providers who work with the Local Authority as a start and SH can share with the Care Forum.</p> <p>CB suggested domiciliary care could be a safety net for people around scams and they could share the information. PN advised work is also being completed around implementing safeguarding champions who could share the information.</p> <p>All agreed work needs to be completed around reaching as many providers as possible on the learning from audits.</p> <p>PN went through the findings of the audit and explained that MCA and DoLS training needs to be completed.</p>	

<p>8.</p>	<p>Learning & Development Sub-Group (NT)</p> <p>Conference on MCA and DoLS is taking place on 12/06/2019 and is fully booked with 150 people attending.</p> <p>Looking at how the DoLS training needs to be changed with the new legislation coming into force.</p> <p>Attendance rate – no shows/late cancellations. Talking with organisations with the highest rate of no shows/late cancellations to find out what the problems with attending are and look at how to get the information to those people.</p> <p>Good feedback is being received from course attendees. About 4 weeks after a course attendees are contacted to ask how the training has impacted on their practice. Positive replies are being received.</p> <p>New safeguarding courses are being added.</p> <p>NT and RH will be meeting to discuss contacting agencies about what they are doing for their workforce development and how to reach these agencies.</p>	
<p>9.</p>	<p>Communications & Engagement Sub-Group (SP)</p> <p>The resource pack for Stop Adult Abuse Week has been sent out to everyone. Board Members are asked to use the Stop Adult Abuse Week banner on their emails.</p> <p>Action: Please send feedback on organisational events following this week to Sharon Prowse.</p> <p>Feedback from the week and conference will be given at the next Board meeting.</p>	<p>ALL</p>
<p>10.</p>	<p>Policy & Procedures Sub-Group (JE)</p> <p>Two documents have been produced:-</p> <p>Guidance on Safer Recruitment – any comments/feedback to JE within 2 weeks. The document will then be published.</p> <p>Multi-Agency Procedures – Somerset Council are taking the lead on this document and have sent the document to all 5 local Boards; Somerset will be finalising the completed version. Again, any comments/feedback to JE within 2 weeks.</p> <p>Whorlton Hall, County Durham The abuse and mistreatment of vulnerable adults at a specialist hospital has been uncovered by the BBC's Panorama programme. The hospital was found to have had a high use of physical restraint. Currently, we do not ask to be notified about physical interventions, but should we be asking for this?</p> <p>LF advised that the AWP are currently looking into physical interventions. An incident is recorded on an incident form and commentary given behind the data.</p> <p>CB advised there is the need to review the use of physical restraint and asked if member organisations have procedures in place about this.</p> <p>SS advised that the prison service also records physical interventions and each incident gets a QA and then is sent to SS. The prisons are meeting to look at the trends of physical intervention. HM Inspector of Prisons is also looking at this subject and video recordings by staff will be looked at.</p>	<p>ALL</p> <p>ALL</p>

	<p>There are two types of physical interventions: planned and spur of the moment.</p> <p>LF and PN advised that a Root Cause Analysis (RCA) is completed after each restraint.</p> <p>Action: JE to discuss issues with LF and PN.</p>	JE/LF/PN
11.	<p>Safeguarding Adult Reviews Sub-Group (CB)</p> <p>SAR into RC has been delayed. A new author has been identified and has started the review.</p> <p>The SAR sub-group and DH Panel have agreed to a holistic review taking place. There will be two Independent Reviewers as the case is so complex and the Home Office have agreed this approach.</p>	
12.	<p>What Makes a Good Care Home (ST)</p> <p>A leaflet has been produced for the public to have guidance on what to look for when deciding on a care home. A lot of people have looked at the leaflet and amendments made. Once agreed by the Board the leaflet will be put on the safeguarding adults website.</p> <p>RH asked that the leaflet be seen by Angela Marsh of Commissioning Team before it is put on the safeguarding website.</p> <p>Action: It was agreed by the Board that the leaflet be seen by AM for any further amendments and then to be put on the website.</p>	ST/AM
13.	<p>Prisons Update (SS)</p> <p>HMP Inspectorate were at Eastville Park over a two week period. The Inspector said the prison has good safeguarding arrangements and DoLS. SS will bring the report to the next Board.</p> <p>The focus for the prisons sub-group is the training of staff and looking at the more vulnerable prisoners. A report will be brought to a future Board.</p> <p>SS said it is useful for the prison reps to attend SAB and the prisons sub-group.</p>	
14.	<p>CQC Annual Update (DL)</p> <p>DL is now the representative on the Board and will try to attend every Board meeting. CQC are in changing times – there is a new CEO and other changes are being made.</p> <p>CQC are wanting to improve their processes, IT and data recording.</p> <p>Inspection Managers have previously discussed a portal for recording/sharing of information for providers. This is being re-evaluated on how to take this forward.</p> <p>Local changes are that the 9 teams have been reduced to 7 teams (which includes Dorset and Cornwall). There are 9 Inspectors for the South Gloucestershire area.</p> <p>DL said he will be sending a link to the local authorities of the Inspectors names and what they cover.</p> <p>Processes of inspecting providers are being looked at so as to improve and hopefully no information older than one year will be on the website. Looking at focused inspections and how this can be achieved – maybe look at specific areas as required and/or concerns are received – and being more responsive with the ratings online whether providers are good or bad. The Inspection reports will be much shorter, but succinct.</p>	

	<p>If a provider receives an 'Outstanding' rating, the CQC will be back to inspect 30 months later – this is an increase from 24 months. Other ratings remain the same.</p> <p>DL confirmed he covers South Gloucestershire and Bristol.</p> <p>Action: DL to send his report to ST for circulation and for putting the figures in the annual report.</p>	DL/ST
15.	<p>New Safeguarding Risks Presentation (BM)</p> <p>Presentation re: County Lines. How drug dealers are operating from cities into rural areas and cuckooing vulnerable adults' homes.</p> <p>Evidence this is happening in South Gloucestershire and therefore close work needs to be completed with professionals working with vulnerable adults to notice the signs of when someone is being Cuckooed.</p> <p>Action: BM to send presentation to ST to circulate.</p>	BM / ST
16.	<p>National/Local Updates</p> <p>None.</p>	
17.	<p>AOB</p> <p>SA: Community Services – a new provider will be in place very soon with a 10 year contract.</p>	
	<p>Date, time and venue of next meeting</p> <p>Thursday, 5th September 2019, at 9.30am, Room Ground 0012, at South Gloucestershire Council Offices, Badminton Road, Yate, BS37 5AF</p>	

Signed:



Name: Tony Oliver

Designation: Independent Chair

Date: 19/07/2019