

South Gloucestershire Safeguarding Adults Board (SGSAB)  
Practitioner Learning Brief  
SAR: Nightingale Homes - October 2018

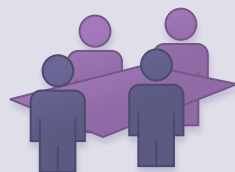


Background Summary

Nightingale Homes Ltd ran three residential homes in South Gloucestershire, to provide care and support for people with learning difficulties and mental health needs. They were known as Bedrock, Lodge, Bedrock Mews and Bedrock Court. In 2016 CQC inspections rated them all as inadequate and despite the efforts of a 'turnaround' team they closed in 2017. In Sept 2017 SGSAB commissioned a review, in particular to identify how failings in the homes were not recognised when there was so much professional interaction with residents. 26 residents were considered within the scope of this review, which covers a time period of Jan 2015 – August 2016



Read the CQC Report by clicking here



14 agencies took part in the review



6 people who had lived at one of the homes took part and 8 family members contributed



What are we worried about?

- Some agencies did notice concerns but were not able to rate what they saw as a meaningful concern and practitioners defaulted to the perceived 'expertise' of the staff
- 10 residents were not visited by the placing authority in the period of the review, not all placing authorities are fulfilling their statutory duty to review adults care and support needs
- Families were rarely invited to reviews
- There was little professional curiosity or challenge
- There was a view that 'someone else was concerned & doing something'
- When a practitioner had a concern this was escalated within their own local authority and not to South Gloucestershire
- Placing authorities did not follow the ADASS Out of Area Safeguarding Arrangements (2016)
- Placing authorities are not fulfilling their obligations to inform a host authority of people placed in their area. South Gloucestershire currently has no mechanism to capture or use this information

Absence of relationship is a key theme throughout the accounts given by residents and families. When they did raise concerns, they were ignored by professionals

*The heating was off at night, so I would sleep in my clothes. Sometimes the water was off too...I was sometimes cold and hungry. Sometimes there weren't enough staff and the doors were locked.*  
Bedrock Resident

Although the homes were in South Gloucestershire, all but three of the residents were placed there by other local authorities – there were a total of 5 placing local authorities

#### Sharing Information

- All agencies need clarity on who and how to contact local adult safeguarding and Deprivation of Liberty Services, this appears to be particularly vital for agencies outside the local area
- Agencies were unclear on what is and is not reportable, what is poor practice, and what is safeguarding. The host authority was also unclear on this aspect of safeguarding.
- South Gloucestershire safeguarding service does not have a tool to structure its analysis of indicators of harm. Information shared is therefore not able to be fully appreciated and analysed.
- Agencies who experienced poor practice or were uncomfortable in the environment appear to have had no opportunity to reflect on what their uncomfortable feelings meant.
- Visiting staff were not comfortable in the environment, the people living there also found aspects of their environment stressful and distressing. Practitioners must not assume that people living in an environment will not have the same reactions and worries that they have.



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**Key Question:**  
**WOULD I LIVE HERE?**  
If not, Why not?

*There were positive aspects to living there. I enjoyed the annual holiday in September, the last was to Devon.*  
Bedrock Resident





### What Needs To Happen?

Recommendations include:

The residents and families had no way of rating or judging their experiences. The SGSAB need to think about ways to communicate with people to know what they should expect, and what is, and isn't good practice

SGSAB is recommended to commission the production of a Guide for professionals, adults and their families or representatives on standards, i.e. "what to expect" from a good care home. The guide must be accessible and contain clear information on what to do if expectations are not being met. The Guide must be person focused, using the standpoint of the person living in the service, i.e. would I want to live here?

SGSAB is recommended to assure itself that all Partner agencies are aware of how and when to contact local adult safeguarding services, including the current Deprivation of Liberty Service. This will involve:

- Clarifying what is adult safeguarding, and what is poor practice or a "quality" concern.
- Specifying the routes for concerns and the expectations of reporting on all agencies, including those who place in the local area.
- All agencies having full involvement in expressing concerns and contributing information regarding concerns. Agencies must be told what the response to their concern is, and if there is no response they must be aware of how to escalate concerns that they believe need an adult safeguarding or quality response.

South Gloucestershire Commissioners are recommended to produce a set of standards for commissioners placing in the South Gloucestershire Area.

South Gloucestershire commissioners must set out their plans for assessing the quality of provision in the local area.

South Gloucestershire Council must develop a mechanism with which to capture information about the people placed in its area.

Adult Safeguarding Services are recommended to develop a tool with which to systematically evaluate indicators of potential organisational abuse.

*We had a series of social workers who didn't get to know x well*

Family member

*In terms of learning, I think x Council should involve family, family are important*

Family Member



### Placing Authorities

Recommendations include:

To review systems for planned reviews. Are review dates tracked and known, can people who have had no review for more than two years be identified? What action will be taken regarding those who have not had a planned review for over two years?

To review mechanisms to ensure that families and representatives know how to express concerns and opinion regarding providers, and are, if the person consents, regularly invited to reviews as a matter of course.

To review how placing authorities can maintain a consistency of relationship with those placed and their formal and informal networks. There must be an expectation that there is a multi-agency contribution to reviews when other agencies are working with the person, and that families or other involved representatives are invited to reviews as the person wishes.



### How do things look today?

The organisational safeguarding team in South Gloucestershire is currently reviewing procedures and rewriting them in the light of the findings. This will be modelled on the research from the University of Hull

Performance data presented to SGSAB will now include information about people placed by South Gloucestershire in other locations, to ensure there is oversight of the review process

Every other month CQC, the LA, and CCG meet to discuss service providers in the area, jointly with our neighbouring LA. A new standing agenda item about out of county services has been included

Since February 2017, the Director of Adult Services, has been monitoring reviews on a monthly basis

Operational safeguarding is currently being reviewed with the support of the Local Government Association



Read the full SAR by clicking here



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**WOULD I LIVE HERE?**  
**If not, Why not?**



See the University of Hull Research by clicking here

