

# Strategy for Safeguarding Adults in the West of Berkshire 2015-2018

## Commitment by the West of Berkshire Safeguarding Adults Board

The West of Berkshire Safeguarding Adults Board is a partnership committed to working together to ensure that adults who may be at risk are:

- Able to live independently by being supported to manage risk;
- Able to protect themselves from abuse and neglect;
- Treated with dignity and respect; and
- Properly supported by agencies when they need protection.

The Safeguarding Adults Board and its partners will achieve the above commitment through the delivery of the following strategic priorities and objectives:

## Priority 1 - Establish effective governance structures, improve accountability and ensure the safeguarding adults agenda is embedded within relevant organisations, forums and Boards.

### **Objective 1.1 Develop oversight of the quality of safeguarding performance.**

Outcomes for 2015-16 include:

- a. Quality Assurance Audit used for cases across social care teams who carry out safeguarding investigations will assure staff, managers, elected members and the community that all investigations are carried out to a high standard and comply with legislation in terms of quality and timeliness.
- b. Safeguarding Forums will encourage group conversation and reflective practice.
- c. Royal Berkshire Hospital Foundation Trust multidisciplinary adult safeguarding clinical governance committee established with responsibility for oversight of clinical performance.
- d. Quality performance measures developed by Protecting Vulnerable People Senior Managers in Thames Valley Police to review size of current investigations, workloads and themes.
- e. Internal quality assurance framework will give direct feedback to staff and managers, inform on-going training and development needs, improve practice around standards in line with Berkshire safeguarding policy and improve staff recording.

### **Objective 1.2 Have in place an effective framework of policies, procedures and processes for safeguarding adults.**

Outcomes for 2015-16 include:

- a. Review of Adult Safeguarding Policy in response to the Care Act 2014 will provide assurance that compliant policies and processes are in place across agencies.

- b. Review of the new operational process for Individual and Organisational safeguarding investigations and the Safeguarding Team duties in Reading Borough Council will allow amendments to be made based on real issues that have occurred.
- c. Berkshire Healthcare Foundation Trust and Royal Berkshire Hospital Foundation Trust Mental Capacity Act Policies will provide clarity concerning the MCA, including training to support knowledge, audit of practice and interdependency with other policies.
- d. Review of current practice and gap analysis report and action plan in response to report on *Jimmy Saville NHS investigations: Lessons Learnt, Feb 2015*, will provide additional assurance and clear lines of accountability concerning the lessons learnt in other organisations.

## Priority 2 – Making Safeguarding Personal

### **Objective 2.1 The views of adults at risk, their family/carers are specifically taken into account concerning both individual decisions and the provision of services.**

Outcomes for 2015-16 include:

- a. Programme of external information and support planned for providers and service users in West Berkshire Council will ensure the Making Safeguarding Personal agenda is central to their understanding when raising safeguarding concerns.
- b. The views of adults at risk and their family/carers will be reviewed as part of the Quality Assurance Audit in Reading Borough Council.
- c. Achieve, as a minimum, bronze level compliance with the Making Safeguarding Personal programme in Reading Borough Council.
- d. Safeguarding Forum meetings will provide service users and their representatives with an opportunity to share their views in a safe environment.
- e. Audit of individual patient journeys by Royal Berkshire Hospital Foundation Trust will identify good practice and gaps, improve learning, and ensure patient focused actions.
- f. Duty of Candour is applied to safeguarding investigations within Berkshire Healthcare Foundation Trust.
- g. Feedback as a result of the implementation of the fire safety guide for adults used to identify good practice and gaps by Royal Berkshire Fire and Rescue Service.

## Priority 3 - Raise awareness of safeguarding adults, the work of the Safeguarding Adults Board and improve engagement with a wider range of stakeholders

### **Objective 3.1 Raise awareness of safeguarding adults and the work of the Board within all organisations.**

Outcomes for 2015-16 include:

- a. Redeveloped Safeguarding Adults Forum in West Berkshire with renewed focus on membership and action planning to reflect the priorities of the Board, will increase awareness and understanding across the professional sector.
- b. Links developed from staff intranets to Safeguarding Adults Board's website.
- c. Awareness raising of safeguarding adults and improved communication to improve learning and practice.
- d. Review of feedback systems within adult social care and joint health and social care teams in Wokingham to improve practice.

### **Objective 3.2 Increase public awareness of safeguarding adults and the work of the Board.**

The Board has a Communication Strategy which outlines its aims and objectives for clear communication, its target audiences, the types of information it needs to share and the methods of communication. In addition, outcomes for 2015-16 include:

- a. Launch of the Safeguarding Adults Board website.
- b. Review and update safeguarding literature and promotional material to raise awareness amongst services users, families and the public.

### **Priority 4 - Ensure effective learning from good and bad practice is shared in order to improve the safeguarding experience and ultimate outcomes for service users.**

#### **Objective 4.1 Continue to ensure staff receive appropriate and effective level of safeguarding and other relevant training.**

Outcomes for 2015-16 include:

- a. Events to embed learning from reviews of significant incidents will ensure staff have various opportunities to access learning outside of the formal training programme.
- b. Partners contribute to the work of the Learning and Development Subgroup and support peer observations and reviews of training across the area.
- c. Improved safeguarding knowledge, competence and confidence within Royal Berkshire Hospital Foundation Trust workforce through a review of safeguarding training and a Strategy and Training Plan for 2015/16.
- d. Training requirements for Berkshire Healthcare Foundation Trust reviewed in light of the Care Act.
- e. Content and intentions of the Royal Berkshire Fire and Rescue Service's 'Adult At Risk' and associated 'Memorandum of Understanding' documents are understood by staff and partners.

#### **Objective 4.2 Improve mechanisms to critique good and bad practice and share learning more widely.**

Outcomes for 2015-16 include:

- a. Maximise learning from reviews of significant incidents across the partnership using the Learning Together model.
- b. Development of the operational Care Quality Intelligence Partnership Group and the strategic Care Quality Board in West Berkshire to identify good and bad practice and share learning.
- c. Quality Assurance Audits used in Reading to critique practice in order to ensure all investigations are carried out to a high standard which complies with legislation in terms of quality and timeliness.
- d. Opportunities for sharing learning, concerns and best practice in a safe environment via Reading's Safeguarding Working Group and Forum will increase staff confidence in their practice.
- e. Safeguarding practice included in Royal Berkshire Hospital Foundation Trust CQC peer review of wards/units will enable testing of knowledge and practice and targeted improvement.
- f. Royal Berkshire Fire and Rescue Service embed 'Fatal Fires and Near Misses' process and associated communications for staff and partners.
- g. Good and bad practice used to inform safeguarding training in Royal Berkshire Hospital Foundation Trust so that it is more relevant and supports staff development.

## Priority 5 – Coordinate and ensure the effectiveness of what each agency does

### **Objective 5.1 Challenge staff and organisations where poor practice is identified.**

Outcomes for 2015-16 include:

- a. In West Berkshire, improved information sharing processes between teams, operational and strategic groups, to co-ordinate opportunities to challenge poor practice.
- b. Improved information sharing between Safeguarding and Contract and Commissioning teams in Reading to support timely identification of potential organisational abuse and appropriate action.
- c. Performance information collected and submitted by partners will be understood by Board members and used to inform planning.
- d. Processes are reviewed to ensure pathways and responsibilities are clear and agreed by all parties in Wokingham.
- e. Evidence from external reviews in Wokingham is used to improve service design.

### **Objective 5.2 Develop the role of the Forums to provide feedback on the effectiveness of what each agency does.**

Outcomes for 2015-16 include:

- a. Redeveloped and well-attended Safeguarding Adults Forums across all three localities, with functions and actions aligned with the Board's priorities.
- b. Through the Forums, opportunities for feed-back by organisations and service users will ensure that practice is aligned to what works best for partners and service users.

### **Key actions in support of the strategy:**

- Awareness raising and communication of key information to the public and professionals.
- Workforce planning by all member agencies to meet the demands of safeguarding work and develop the necessary knowledge and skills at all levels. Each organisation to have in place a training strategy.
- Collection and analysis of annual safeguarding performance data by the relevant agencies.
- Governance arrangements in place in each member organisation to monitor the standards of practice to safeguard vulnerable adults from abuse. These arrangements will include: formal links between the Board, senior managers and Local Authority Members; regular audits; clear responses to local and national incidents and inquiries; quality assurance process and data to inform forward planning and service development; information dissemination; prevention and intervention.
- Prevention is key: there is a clear programme of work to reduce the risk of abuse/neglect across the range of settings.
- The inclusion of safeguarding in commissioning strategies and in contracts.
- Continually updating policy and procedures in line with national and local developments both within safeguarding and in other key agendas.
- Carrying out Safeguarding Adults Reviews and acting on them.
- Development of services capable of responding to those who have been abused or are at risk of abuse or neglect, or those who are perpetrators of abuse or neglect.
- Engagement with the whole range of stakeholders including service users and carers.

## Implementation and Monitoring

Implementation of this Strategic Plan will be achieved through the work of the Subgroups and through delivery of the actions in the Business Plan.

An annual Business Plan has been developed which gives detail about how the priorities of this Strategic Plan will be implemented. The Business Plan includes key actions that partner agencies have committed to delivering in the next year.

Progress against the Business Plan will be reported to the Safeguarding Adults Board at six monthly intervals and the Annual Report will provide an overview of achievements and any areas for further development.

Although the Strategic Plan is a three-year plan, it will be reviewed on an annual basis and updated where necessary.

## Glossary:

BHFT – Berkshire Healthcare Foundation Trust

CQC – Care Quality Commission

MCA – Mental Capacity Act

RBFT – Royal Berkshire Foundation Trust

RBFRS – Royal Berkshire Fire and Rescue Service

SAB – Safeguarding Adults Board

SE ADASS – South East Association of Directors of Adult Social Services