Richmond and Wandsworth Safeguarding Adults Board

RICHMOND AND WANDSWORTH SAFEGUARDING ADULTS BOARD

Annual Report

2018 - 2019

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Richmond and Wandsworth Safeguarding Adults Board

> I am pleased to present the annual report of the Richmond and Wandsworth Safeguarding Adults Board (RWSAB) for 2018/19, the first since my appointment as the Independent Chair in October 2018.

FOREWORD

Foreword from the Independent Chair of the Richmond and Wandsworth Safeguarding Adults Board

The Board has a statutory duty to prepare and publish an annual report, to detail its activities and achievements against its priorities and describe how the Board and its partners have worked together to safeguard adults at risk in Richmond and Wandsworth.

This report reflects on the first full year of the merged Richmond and Wandsworth Board structure, and whilst there is always more to be done, significant progress has been made. A key focus of the Board has been to ensure that all of its sub-groups are functioning effectively, to raise the profile of adult safeguarding and deliver the annual programme of work. All of the sub-groups are now convened with their own documented terms of reference. They are meeting on a regular basis, with each having a nominated Chair and regular membership. The sub-groups ensure that information is collated and analysed, work is progressed and communicated, and statutory obligations are complied with, reporting regularly to the RWSAB Executive. The work of the sub-groups has enabled the Board to assure itself that partners are working together effectively to safeguard adults at risk. I would like to thank the Chairs of the sub-groups for their continued efforts in supporting the Board with their knowledge, experience and time.

In addition to the vibrant sub-groups the Board has delivered its annual programme of events to maximise the learning and collaboration between agencies and partners. They bring together the work of the sub-groups to larger gatherings where current themes and new information can be highlighted and discussed. In November 2018 the Board hosted a Learning Event at South Thames College. The theme of the event was Safeguarding Adult Reviews (SARs). This was an opportunity to remind people of the basis for SARs and to present the learning from the completed reviews that are detailed later in this report. We also introduced the concept of 7 minute learning, examples of which are now published on the Board website. The annual Partnership Event took place in January 2019 and was attended by senior leaders from a wide range of agencies and departments representing both adults and children's services. This was a positive meeting and a good opportunity for senior people to meet and discuss the cross cutting themes that affect the wider community. The partnership event has led to an ongoing series of activities, including plans for a series of practitioner masterclasses and a workshop on transitions. The RWSAB Annual General Meeting (AGM) took place in April 2019. This was a well-attended successful meeting. Coming at the end of the first year of the merged Board structure the AGM allowed Board members to review and discuss the successes and challenges faced and to provide thoughts and ideas for the year ahead. The annual business plan and priorities were reviewed and have subsequently been updated.

Having looked back at progress from 2018/19 we look forward to the next year and beyond, seeking to continue to build a resilient and flexible Board, that supports members to safeguard adults at risk of abuse or neglect in Richmond and Wandsworth. We will endeavour to support front line practitioners, as it is they who directly keep people safe and we will identify opportunities to collaborate more closely with neighbouring SABs, sharing work to prevent duplication and ensure efficiency and effectiveness of learning. I hope this annual report is interesting, informative and useful, whether you are a safeguarding professional, elected member or other interested party. Further reading and information about safeguarding adults is available on the Board website, which has been significantly updated this year.

I would like to conclude by thanking all members of the RWSAB for their hard work, and continued commitment to improve outcomes for adults at risk in our boroughs.

Richard Neville
Independent Chair,
Safeguarding Adults Board

The Safeguarding Adults Board is a statutory, multi-agency partnership coordinated by the local authority. The Care Act 2014 requires all local authorities to set up a Safeguarding Adults Board with key statutory partners – local Police and local Clinical Commissioning Group.

INTRODUCTION

The Safeguarding Adults Board's statutory core duties are to:

- Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute.
- Publish an annual report detailing how effective their work has been.
- Commission Safeguarding Adult Reviews for any cases which meet the criteria for these.

The main objective of the Board is to ensure that safeguarding arrangements across the partnership work effectively to prevent abuse and neglect, and to protect people with care and support needs, who may be at risk of abuse or neglect.

This report covers the first full year of the work of the Joint Richmond and Wandsworth Safeguarding Adults Board (RWSAB) from April 2018 to March 2019. The report is structured into the following main sections:

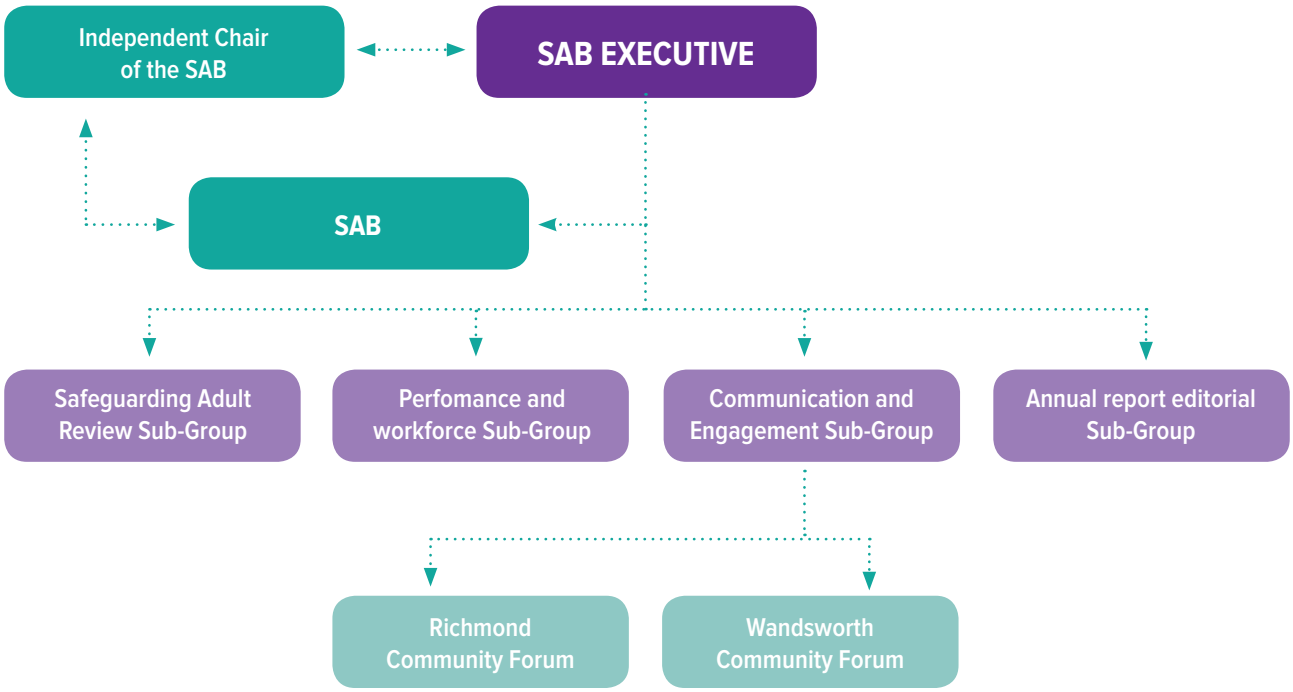
- Purpose and membership of the RWSAB
- Overview of Richmond and Wandsworth Safeguarding Adults Board activities and achievements
- Review of achievements in relation to the business plan
- Richmond and Wandsworth local context
- Learning from SARs
- Partners' contributions,
- Business plan priorities for 2019-20.

2. PURPOSE, STRUCTURE AND MEMBERSHIP OF THE RWSAB

The statutory purpose of the Safeguarding Adults Board is to help and safeguard adults with care and support needs. It does this by:

- Seeking assurance that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Seeking assurance that safeguarding practice is person-centered and outcome-focused.
- Working collaboratively to prevent abuse and neglect where possible.
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred.
- Seeking assurance that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

Structure of the RWSAB



Richmond and Wandsworth Safeguarding Adults Board

The Membership of the RWSAB

Local authorities are responsible for the establishment of Safeguarding Adults Boards. The Care Act 2014 specifies that the core membership of the SAB includes three strategic partners – the local authority, Clinical Commissioning Groups (CCGs) and the police. For a Safeguarding Adults Board to fulfil its responsibilities and duties effectively, other agencies will need to be involved in its work. Opposite is a list of the agencies who are currently members of the RWSAB

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PARTNERS

- Achieving for Children
- Age UK Wandsworth
- Alzheimer Society Wandsworth
- Carers Centre Richmond
- Carers Centre Wandsworth
- Central London Community Healthcare NHS Trust (CLCH)
- Chelsea and Westminster Hospital NHS Foundation Trust
- HealthWatch Richmond
- HealthWatch Wandsworth
- HMPS Wandsworth
- Hounslow and Richmond Community Healthcare (HRCH)
- Kingston Hospital NHS Foundation Trust
- London Community Rehabilitation Company (CRC)
- London Fire Brigade – Richmond
- London Fire Brigade – Wandsworth
- National Probation Service – London
- NHS England
- Richmond and Kingston CCG
- Richmond and Wandsworth Councils Adult Social Care
- Richmond and Wandsworth Councils Housing
- Richmond and Wandsworth Councils Public Health
- Richmond and Wandsworth Trading Standards
- Richmond Cabinet Member for Adult Services and Health
- Richmond Community Safety Partnership
- Richmond Council for Voluntary Service (RCVS)
- Richmond Housing Partnership (RHP)
- Richmond Local Safeguarding Children Board
- Richmond Wellbeing Service
- South West London and St. George's Mental Health Trust
- South West London Metropolitan Police Safeguarding BCU
- St. George's Hospital NHS Trust
- Wandle Housing Association
- Wandsworth & Merton CCG
- Wandsworth Cabinet Member for Adult Services and Health
- Wandsworth Children's Services
- Wandsworth Community Safety Partnership
- Wandsworth Safeguarding Children Board
- Wandsworth Voiceability
- Your Health Care

Richmond and Wandsworth Safeguarding Adults Board

3. OVERVIEW OF RWSAB ACTIVITIES AND ACHIEVEMENTS

RWSAB	• Hosted a lively Learning Event in November 2018. • Delivered a fruitful Partnership event in January 2019. • Held a successful Annual General Meeting in April 2019.
RWSAB EXECUTIVE	• Signed-off Terms of Reference and strategic priorities. • Appointed an Independent Chair of the RWSAB in October 2018. • Monitored and had oversight of the Safeguarding Adults Board's budget and risk log. • Supported development of three sub-groups. • Signed-off three completed Safeguarding Adults Reviews. • Continued positive working relationships between strategic partners. • Signed-off the 2017/18 Annual Report of the Safeguarding Adults Board and presented it through both Councils' governance structures, as well as the relevant governance of the two other strategic partners (Clinical Commissioning Groups and Police).
SAFEGUARDING ADULT REVIEW (SAR) SUB-GROUP	• The sub-group met twelve times. • Considered five Safeguarding Adult Review referrals. • No new Safeguarding Adult Reviews were recommended for progression nor commissioned. • Considered three Safeguarding Adult Review reports and action plans (Mrs. K, Sophie and LP). All are on the RWSAB website. • Reviewed and updated the SAR guidance and the mechanism for commissioning SARs. • Led the Safeguarding Adult Review Learning Event in November 2018. • Introduced 7-minute learning to help shared learning from completed SARs. • Monitored progress on the implementation of learning from SARs. • Networked through London ADASS and London Safeguarding Adults Board.
PERFORMANCE AND WORKFORCE SUB-GROUP	• Commenced in November 2018 and met twice. • Drafted the Quality Assurance framework. • Developed the two Borough-specific performance dashboards. • Drafted the Workforce Training Standards Framework. • Undertook the annual self-assessment audit across the partnership and hosted peer and support challenge workshops. • Commenced work on a common objective across the Partnership.
COMMUNICATION AND ENGAGEMENT SUB-GROUP	• Commenced in February 2018 and met three times. • The revised Richmond Community Forum met twice, and the new Wandsworth Community Forum commenced in January 2018 and met once during the year. • Developed and distributed five Newsletters. • Ensured that the Board website was kept up-to-date. • Delivered over 120 Safeguarding Awareness sessions to community groups in Richmond, reaching over 15,000 residents. • Drafted the Communication and Engagement Plan. • Presented a Pressure Ulcers information leaflet for families and informal carers.

4. REVIEW OF ACHIEVEMENTS IN RELATION TO THE BUSINESS PLAN

The Safeguarding Adults Board ensured that all business plan actions were completed or substantially progressed. Some significant achievements are:

Strong and shared leadership of the Safeguarding Adults Board through the Executive group.

Appointment of Independent Chair.

All sub-groups functioning with clear terms of reference and providing regular reports to the SAB Executive.

Regular informative newsletters facilitate sharing information across the partnership.

Up-to-date and useful Safeguarding Adults Board website.

Streamlined Safeguarding Adults Board Annual Report.

Introduction of 7-minute learning to improve sharing of learning from Safeguarding Adult Reviews, with extremely positive feedback from partners.

Self-assessment audits completed, and effective peer support and challenge events conducted.

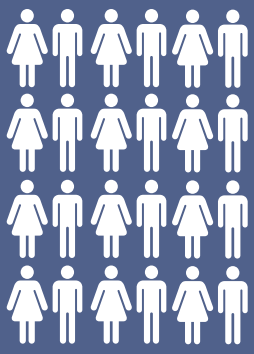
Continued positive multi-agency networks including Community Multi-Agency Risk Assessment Partnership, Vulnerable Adults Multi-Agency group and South West London Safeguarding Leads Network.

Quality Assurance Framework agreed and shared, with developed Borough-specific Performance Dashboards.

5. LOCAL CONTEXT

Richmond Local Demographics[1]

- Richmond-upon-Thames has fifth lowest population density of all London boroughs, with population currently estimated at 199,419 residents.
- 20% of adults in Richmond are over 65 years-old.
- Overall, Richmond-upon-Thames is known to be a prosperous borough with a predominantly affluent population, however, there are areas of deprivation. Less than 10% of older people are income deprived.



199,419

Resident Population

2,238

Richmond residents are estimated to have dementia

41%

of over 75 year-olds live alone

Life expectancy at birth:

82.3 YEARS

for men (1.8 years greater than London)

85.7 YEARS

for women (1.4 years greater than London)

31,400

TO

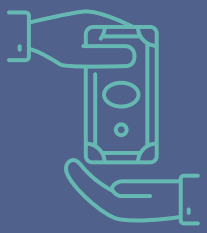
45,100

- the projected increase in number of over 65 year-olds between 2019 and 2035 (almost 44%)

The average age older people start to receive

COUNCIL FUNDED SOCIAL CARE

at home is **84, and 87** for people in care homes



1 in 11

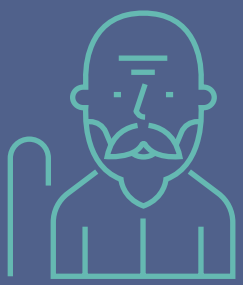
older people are on

LOW INCOMES

46%

victims of fraud are aged over

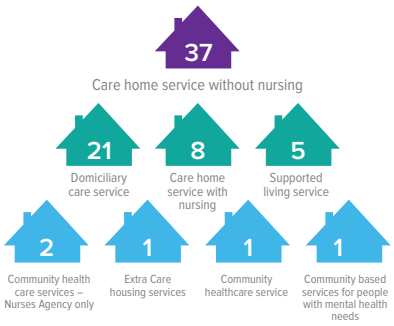
65 YEARS



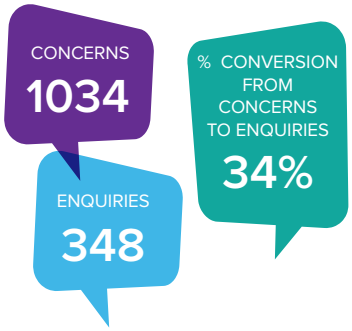
Richmond performance Information

Number of Active Locations

Types of Service



Safeguarding Activity



Local Providers[2]

In Richmond there are 54 local providers of services registered with the care regulator the Care Quality Commission (note that a local provider can register more than one type of service). 51 are rated Good or Outstanding by the Care Quality Commission (CQC).

Safeguarding Adult Concerns

A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding matter. Concerns are reviewed, risk assessed and resolved, or when deemed to not relate to a safeguarding issue – dealt with through another route. If assessed to meet the criteria for an adult safeguarding, a Section 42 Enquiry is raised, which involves fuller investigation and formal intervention.

Number of Concerns and Enquiries

- There were 1034 safeguarding concerns raised in Richmond during 2018/19, which is a slight reduction from 1106 in 2017/18.
- There was an increase in safeguarding enquiries with 299 concluded in 2018/19 compared to 234 in 2017/18.
- There was an increase in the percentage of concerns progressing to enquiries to 34%, compared to 23% in 2017/18.

[1] Information from https://www.datarich.info/

[2] Information from monthly CQC reports received by the Local Authority

Types of abuse

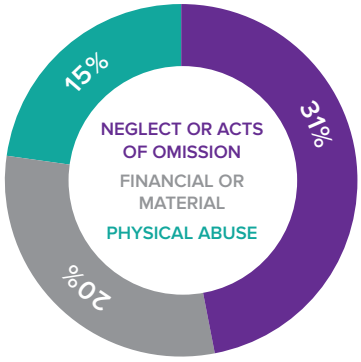
31% NEGLECT AND ACTS OF OMISSION

20% FINANCIAL OR MATERIAL ABUSE

15% PHYSICAL ABUSE

14% PSYCHOLOGICAL ABUSE

Top 3 types of abuse



Completed Enquiries Outcomes2018/19

Impact on Risk

Types of abuse

The top 3 types of abuse in Richmond were:

- Neglect – 31% (119 cases), an increase from last year when it was 24.5% (80 cases).
- Financial and material abuse – 20% (76 cases), an increase from 15.9% in 2017/18.
- Physical abuse – 15% (59 cases), a reduction from 21% in 2017/18

Meeting people's outcomes

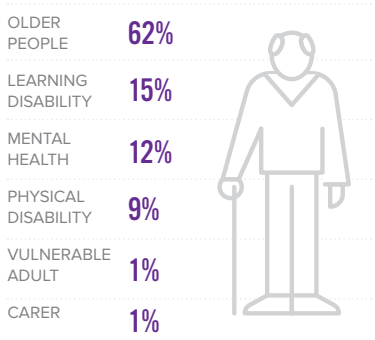
- An important measure of the success of safeguarding is the person's desired outcomes being met and these were recorded for 198 people.
- 94% of people had their outcomes fully or partially achieved.
- 7% of people did not achieve their outcomes. These cases mostly involve people who disengaged from the safeguarding process and have capacity to make the decision to do so.

Impact on Risk

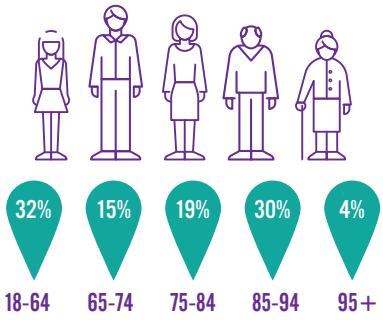
- Adult safeguarding aims to remove or reduce the risk to the adult. It is not always possible to remove risk and the risk will remain in cases where adults with capacity make decision to continue living with a high level of risk.
- Risk was removed or reduced in 86% (135) of cases.
- Risk remained in 10% (15) of cases. Where the risk remained, the person could make their own decisions and they continued to be offered support and advice.
- No action was taken in 5% (7) of cases, as it was agreed at the end of the enquiry that there was no safeguarding concern.

9%	5%	3%	3%
SELF-NEGLECT	DOMESTIC ABUSE	ORGANISATIONAL ABUSE	SEXUAL ABUSE

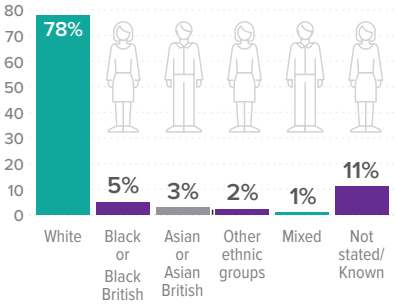
Support Reason



Age Group



Ethnicity of people involved in safeguarding enquireis



Profile of safeguarding enquiries

- The majority (62%) of Safeguarding Enquiries involved older people.
- 68% of Safeguarding Enquiries related to people aged over 65 and 32% relate to working age adults (18-64).
- 78% of Safeguarding Enquiries involved people who identified themselves as White and 11% related to people who identified themselves as being part of the Black, Asian and Minority Ethnic (BAME) population. This is an increase from last year, when 5% of people indicated they were from the BAME community and is closer aligned to the 2011 Census. In 11% of cases ethnicity was not known or not stated.

Deprivation of Liberty Safeguards (DoLS)

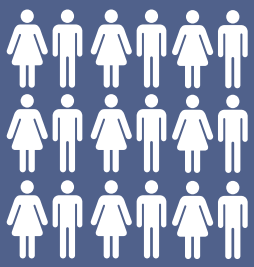
The Deprivation of Liberty Safeguards is an amendment to the Mental Capacity Act 2005. The Mental Capacity Act allows restraint and restrictions to be used but only if they are in a person's best interests and they lack capacity to make decisions about their care or treatment. The Deprivation of Liberty Safeguards can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings, the Court of Protection can authorise a deprivation of liberty.

The total number of authorisations received is reduced compared to last year. This reflects improved understanding of the criteria. The number of requests received but not yet authorised is reduced to 120 this year compared to 153 last year. All requested authorisations are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary of the number of Deprivation of Liberty Safeguards requests and authorisations in Richmond during 2018/19 is shown below.

DoLS	17/18	%	18/19	%
Number of Requests Received	859		757	
Granted	572	66	466	61
Not Granted	134	16	171	23
Not yet signed off by Supervisory Body	153	18	120	16

Wandsworth Local Demographics[3]

- Wandsworth is the largest Inner London Borough with population currently estimated at 324,400.
- Wandsworth has a relatively young population, with 88% of adults being under 65 years-old. Overall, people living in Wandsworth are employed, financially stable, well-educated and healthy, however there are areas of deprivation. About a fifth of older people are income deprived and receive pension credits.



324,400

Resident Population

2,124

Wandsworth residents are estimated to have dementia

41%

of over 75 year-olds live alone

Life expectancy at birth:

80.2 YEARS

for men (0.3 years less than London)

83.6 YEARS

for women (0.7 years less than London)

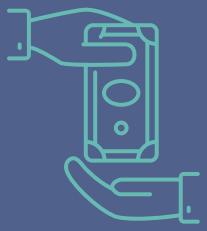
31,200

TO

44,700

- the projected increase in number of over 65 year-olds between 2019 and 2035 (almost 43%)

Of those accessing adult care and support services; 46% were aged 75+, 14% were aged between 65-74 and 40% aged 18 to 64 years. 1,411 people received care and support in their own homes; 1,005 people were supported in care homes.



1 in 5

older people are on

LOW INCOMES

27%

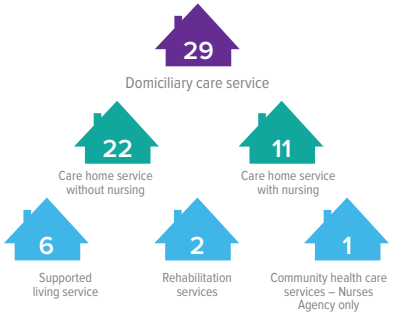
victims of fraud are aged over

65 YEARS

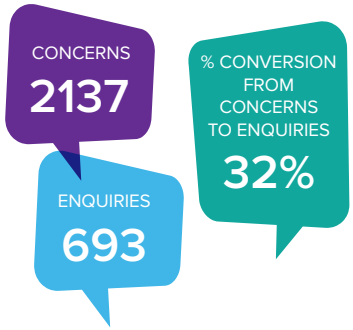
Wandsworth performance Information

Number of Active Locations

Types of Service



Safeguarding Activity



Local Providers[4]

There are 61 local providers of services registered with the care regulator the Care Quality Commission in Wandsworth (note that a local provider can register more than one type of service). 55 are rated Good or Outstanding by the Care Quality Commission (CQC).

Safeguarding Adult Concerns

A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding matter. Concerns are reviewed, risk assessed and resolved, or when deemed to not relate to a safeguarding issue – dealt with through another route. If assessed to meet the criteria for an adult safeguarding, a Section 42 Enquiry is raised, which involves fuller investigation and formal intervention.

Number of Concerns and Enquiries

- There were 2137 safeguarding concerns raised in Wandsworth during 2018/19, which is an increase from 1876 in 2017/18.
- There was an associated increase in the number of completed safeguarding enquiries to 656 in 2018/19, compared to 521 the year before.
- The percentage of concerns that progressed to enquiries is slightly reduced to 32%, compared to 37% in 2017/18.

[3] Information from https://www.datawand.info/

[4] Information from monthly CQC reports received by the Local Authority

Types of abuse

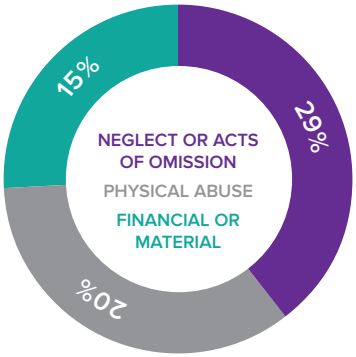
29% NEGLECT AND ACTS OF OMISSION

20% PHYSICAL ABUSE

15% FINANCIAL OR MATERIAL ABUSE

13% SELF-NEGLECT

Top 3 types of abuse



Completed Enquiries Outcomes2018/19

Impact on Risk

Types of abuse

The top 3 types of abuse remain proportionally similar to previous years:

- Neglect – 29% (235 cases), higher than the 22.7% in 2017/18.
- Physical abuse – 20% (160 cases), similar to 22% in 2017/18.
- Financial and material abuse – 15%, comparable to 17% in 2017/18.
- Of note is that 2 enquiries concerned Modern Slavery, which indicates growing awareness within the partnership of this relatively new form of abuse.

Meeting people's outcomes

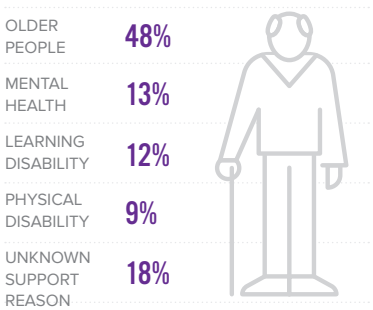
- An important measure of the success of safeguarding is the person's desired outcomes being met and these were recorded for 436 people.
- 92% of people had their outcomes fully or partially achieved.
- In 8% of cases people did not achieve their outcomes. These cases mostly involve people who disengaged from the safeguarding process and have capacity to make the decision to do so.

Impact on Risk

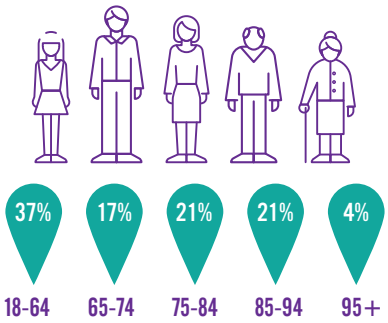
- The aim of adult safeguarding is to ensure that the risk of further abuse or neglect is removed or reduced.
- Risk was removed or reduced in 89% (264) of cases.
- Risk remained in 8% (23 cases). Where the risk remained, the person could make their own decisions and they continued to be offered support and advice.
- No action was taken in 3% (11 cases) as a result of it being agreed at the end of the enquiry that there was no safeguarding concern.

12%	5%	3%	3%	0.2%
PSYCHOLOGICAL ABUSE	SEXUAL ABUSE	DOMESTIC ABUSE	ORGANISATIONAL ABUSE	MODERN SLAVERY

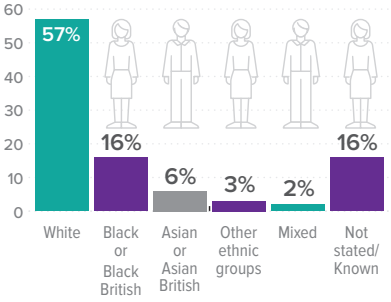
Support Reason



Age Group



Ethnicity of people involved in safeguarding enquireis



Profile of safeguarding enquiries

- The majority (48%) of Safeguarding Enquiries involved older people.
- 63% of Safeguarding Enquiries relate to people aged over 65 and 37% relate to working age adults (18-64).
- 57% of Safeguarding Enquiries involved people who identified as White and 27% related to people who identified themselves as being part of the Black, Asian or Minority Ethnic (BAME) population. This is aligned with the population demographic. In 16% of the cases ethnicity was not known or not stated.

Deprivation of Liberty Safeguards[5] (DoLS)

The total number of authorisations received is reduced compared to last year. This reflects improved understanding of the criteria. The number of requests received but not yet authorised is reduced to 140 this year compared to 278 last year. All requested authorisations are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary of the number of Deprivation of Liberty Safeguards requests and authorisations in Wandsworth during 2018/19 is shown below.

DoLS	17/18	%	18/19	%
Number of Requests Received	1198		991	
Granted	708	59	583	59
Not Granted	212	18	268	27
Not yet signed off by Supervisory Body	278	23	140	14

[5] The context of DoLS is explained on page 19 of Richmond data

Richmond and Wandsworth Safeguarding Adults Board

6. LEARNING FROM SAFEGUARDING ADULT REVIEWS

During the year four Safeguarding Adult Reviews (SARs) referrals were considered (1 from Richmond and 3 from Wandsworth). None of these were considered to meet the criteria for a RWSAB SAR, however one was referred to another SAB for consideration and is now proceeding as a SAR.

Three Safeguarding Adults Reviews agreed during previous years were completed during the year. One Wandsworth SAR, agreed in 2017/18, remains paused pending the completion of a Mental Health Homicide Review by NHS England. It is anticipated this will be completed 2019/20.

Sophie (Richmond)

Sophie was a young woman who suffered from mental health issues and at a young age received a diagnosis of bipolar affective disorder and depression and atypical autism. She had been in Wandsworth Children Services care from the age of 14 and at the time of her death, aged 19, was placed by Wandsworth Adult Services in a residential care home in Richmond. After an initial settling in period at the care home, Sophie flourished, her self-esteem and confidence grew.

Profound unilateral changes were made to the way care was delivered in the home during January 2016 and the staff group changed dramatically. Residents and families raised concerns with the Care Quality Commission (CQC), who liaised with Richmond council. Over the next few weeks, Sophie became more unsettled, her friends were either moved out of the home, or were admitted to hospital. Sophie remained in the home with only one other resident. In May 2016, she took her own life.

Key lessons:

- The importance of better joint working between agencies and the role of the placing authorities in maintaining an active and ongoing relationship with service users, providers and partners to have a clear picture of changing needs of service users.
- In transitions, all agencies need to work together to effectively support and protect vulnerable young adults.
- The lack of a systematic multi-disciplinary individualised risk management strategy for residents places them at unnecessary risk. Situations will inevitably arise that trigger crisis, if these are not explicitly discussed they are less likely to be responded to in a timely and appropriate way; in a worst-case scenario, they can be inadvertently made worse in the way they are handled
- The absence of safeguards preventing unilateral change in providers' delivery systems, allows providers to make changes based on organisational needs at the expense of person-centred care. This needs to be addressed contractually to avoid it happening again.
- Effective multiagency person-centred transition planning is essential to help young people and their families prepare for adulthood and should support relapse, prevention and crisis contingency planning.
- The lack of a comprehensive care plan that covers all aspects of a resident's needs for when they are both well and in relapse, can result in their vulnerability being increased due to inappropriate decisions being made and/or left to chance.
- When delivered appropriately a person-centred care plan offers young people the best opportunity and chance to function to their full potential. Operating in an environment where care delivery is devolved adult social care must ensure that the care plan is clear, and providers are held accountable for its delivery.

LP (Wandsworth)

LP is described by his family and friends as intelligent, mild mannered, gentle, caring, polite, witty, popular and good company. LP first experienced symptoms of becoming mentally unwell in 2009 and had episodic contact with both primary and secondary mental health services between 2009 and 2017. In February 2017, he presented at a local Hospital Accident & Emergency Department with mental health concerns. He was placed under Section 136 of the Mental Health Act by Richmond Police and taken by ambulance to a 136 Suite in Wandsworth. After waiting outside in an ambulance for over three hours for a vacancy to arise, he was admitted to the unit in the early hours of the morning. A Mental Health Act Assessment was requested but was not undertaken due to both system and human errors. LP was transferred to an adjacent unit on a step-down basis from where he absconded. LP was involved in a fatal car crash in the early hours of the next day, following police pursuit.

Key lessons:

- Assurance required that the process of admission to a 136 bed has been reviewed.
- The impact of changes made to the risk assessment and the locking of the door in the needs to be reviewed.
- The importance of more seamless transfer between day and night AMHP services is key to reducing delays.
- The impact of the Council's new system for securing access to Section 12 doctors on a 24-hour basis needs to be tested and reported upon.
- Case by case consideration needs to be given to the need for both a section 42 and section 44 enquiry with a view taken on the impact on the family and what will be achieved.

Mrs. K (Wandsworth)

Mrs. K was an older person who at the time of her death was living with her daughter and grandson who were her informal carers. Her medical history includes a recorded diagnosis of vascular dementia, bi-polar disorder, paranoid psychosis and delusional symptoms, Parkinson's disease, hypothyroidism, poor balance and difficulty mobilising outside (and at times inside) the home. During December 2016 Mrs. K had a short stay in hospital following a fall at home and was discharged on 23 December 2016. Mrs. K did not receive the community nursing support or the pressure relieving equipment which she needed. In mid-January 2017, Mrs. K was readmitted to hospital due to a deterioration in her health, including multiple pressure ulcers, and she died in hospital in mid-February 2017.

Key lessons:

- The importance of responding swiftly and effectively to known IT and other system glitches to avoid people's care needs being missed.
- The importance of better joint working between agencies and full engagement of people and their families in all aspects of care planning.
- Hospital discharges, particularly over bank holidays, need to be carefully managed with engagement of both community and acute professionals.
- The importance of a shared understanding of the effective management of pressure ulcers across agencies.

7. PARTNER CONTRIBUTIONS

Adult Social Services – Richmond and Wandsworth Councils

Adult Social Services lead, through its operational teams, the undertaking of enquiries and preventive interventions. The Vulnerable Adults Multi-Agency Risk Assessment (VAMA) Panel in Richmond and Community Multi-Agency Risk Assessment Panel (CMARAP) in Wandsworth continue to be an effective mechanism for multi-agency interventions in high risk cases where service users refuse to engage with services. The Provider Risk Panel identifies and addresses provider quality concerns and links with CCG partners. All Safeguarding Adult Reviews are discussed at the Council Care Governance Board where Council actions are coordinated and tracked. The 7 minute learning is shared with front line practioners to improve practice.

Central London Community Healthcare NHS Trust (CLCH)

We appointed a named professional for Wandsworth CLCH services to provide support, advice and training to all staff. An extensive training programme was undertaken for all staff with a focus on the clinical and practical application of the Mental Capacity Act and the duty to safeguard people and communities from the threat of terrorism (Prevent). We were also represented at the NHS Safeguarding Conference October 2018 which focused on Think Whole Family. We improved partnership working with partners through participation in the council led Community Multi-Agency Risk Assessment Panel (CMARAP) and the police led Multi-Agency Risk Assessment Conference (MARAC). A deep-dive audit in relation to hospital discharge to community before or during public holidays was carried out in response to Mrs. K SAR. CLCH is an active member of the Communication and Engagement Sub-group's Wandsworth community forum and led on the development of the Pressure Ulcer information leaflet for family and carers.

Chelsea and Westminster Hospital NHS Foundation Trust (West Middlesex Hospital)

The Safeguarding Team has expanded to include a Project Officer to improve communication across the community, supporting case work and training. The Trust has appointed a Domestic Abuse Coordinator to support the Trust's Independent Domestic Violence Advisors (IDVAs) and to support staff training. The vision is an integrated Trust safeguarding service. Themes include complex cases that cross key areas of learning disability, mental capacity and safeguarding, significant numbers of Learning Disability Mortality Reviews reports and review of the Pressure Ulcer protocol. Challenges include engagement with a number of Safeguarding Adult Boards and their respective sub-groups as a consequence of the large geographic area the Trust covers. Work with Imperial Health Care embedding safeguarding functionality in the new electronic patient record (EPR) system presents a major step forward.

Healthwatch Richmond

Healthwatch Richmond has supported the Safeguarding Board's Communication and Engagement strategy during the year and participated in SARs. We act as a 'critical friend' to the Board and sub-committees and are a source of referral of safeguarding concerns. To support practice staff are required to read the 7-minute SAR learning reports, to undertake safeguarding training and all staff have a safeguarding objective.

Hounslow and Richmond Community Healthcare (HRCH)

Our Adult Safeguarding Lead is a member of the Safeguarding Adults National Network; focussing on prevention of abuse, a person-centred approach and collaborative practice. Locally, we have introduced domestic abuse awareness posters in Trust toilet cubicles and continue activity in regional and local anti-slavery partnerships. A priority has been ensuring that relevant learning from Safeguarding Adult Reviews is shared with staff and work is also ongoing to support our staff to consistently apply the principles of the Mental Capacity Act (MCA) 2005. Our MCA training film continues to be used across England and Wales and has been endorsed as a tool by National Institute for Care Excellence (NICE) during 2018-19.

Housing and Regeneration Department – Richmond and Wandsworth Councils

Housing are committed to the priorities of the SAB and look for ways to help achieve these. The department participates constructively in all SAB events, relevant sub-groups and multi-agency meetings to provide a housing perspective on issues and ensure Housing Policies and Procedures reflect decisions made by the Board. The housing policy team has a dedicated adults safeguarding lead who advises housing staff on safeguarding matters, ensures training is completed and acts as a point of contact between Housing and other agencies. Housing works closely with safeguarding colleagues ensuring positive outcomes for residents. This year, housing delivered bespoke classroom based refresher Safeguarding training to 33 housing staff.

London Community Rehabilitation Company (CRC) Probation service – South-West Area

The London CRC's Safeguarding Adults at Risk Audit Tool was shared with the Board in February 2019. It outlines our safeguarding activities across the year. Our internal Public Protection Board is chaired by the Director of London CRC. Safeguarding and Assessment skills training (known as REACTA) was delivered across London on ongoing basis and we are developing Quality Practice Standards for offender managers to identify and report safeguarding concerns. The Quality and Performance team provide continuous audits and reports. The Contracts and Partnerships Manager represents London CRC at strategic boards.

Metropolitan Police South West Basic Command Unit (SW BCU)

The SW BCU has strengthened how Police respond to adult abuse through the establishment of Safeguarding Investigations Teams and the Safeguarding Hub. The SW BCU is represented at the Executive Board and all Sub-groups. Safeguarding adults is high on the agenda for officers and staff and we continue to seek new ways to work in partnership with internal and external partners to make our work more effective, for example by linking in with our neighbourhood Policing teams to keep vulnerable adults safe in our communities via the Community Multi-Agency Risk Assessment Conference (MARAC) and Community Engagement Forums. A multi-agency project is underway to embed a Police Liaison Officer (PLO) at Springfield Hospital. This will ensure best evidence is secured and that vulnerable persons missing from the Hospital are more effectively managed. The Police Liaison Officer will provide a key link between ward staff and the SW BCU Safeguarding, Response and Neighbourhoods resources to improve our response to safeguarding adults.

NHS Kingston and Richmond CCG

NHS Kingston and Richmond CCG Safeguarding Team are a statutory member of the RWSAB. The Director of Quality has chaired the SAB Executive Board and Kingston and Richmond CCG are committed to delivering the RWSAB vision and strategic plan. The adult safeguarding lead nurse chairs the RWSAB Communications and Engagement Sub-group working in collaboration with Wandsworth and Merton CCG. In 2018/19 the local Richmond Community Forum group members attended 120 events and reached 15,000 people delivering presentations on adult safeguarding, financial abuse and scams. RCCG leads on the Richmond Learning Disability Mortality Reviews (LeDeR), which aim to improve the lives of people with a learning disability. Learning from these reviews is being shared both locally and nationally.

NHS Wandsworth and Merton CCG

NHS Wandsworth and Merton CCG has been working in close collaboration with NHS Richmond CCG to jointly deliver the Strategic Safeguarding objectives in partnership with Wandsworth and Richmond Local Authority by active participation in all RWSAB sub groups. Wandsworth and Merton CCG chair the Wandsworth community forum which focuses on developing preventative interventions for community and public. We have completed actions identified in SARs to minimise future risks. SAR lessons learnt were disseminated across the service. We have fully involved family members and carers in understanding the work of the Learning Disability Review (LeDeR) to improve services locally for people with Learning Disabilities.

Public Health, Richmond and Wandsworth Councils

The Public Health Quality Assurance (PHQA) Framework is the division's main approach to ensure relevant safeguarding issues are identified, reported and escalated in a timely manner. The PHQA Framework is now well embedded in the local authority's Adult Social Care and Public Health Department, with links to Children's Services in both boroughs. It reports to a quarterly internal meeting and to both Clinical Commissioning Groups Quality meetings, quarterly to Wandsworth and 6-monthly to Richmond. The Safeguarding Identification and Reporting Pathway is embedded within all public health service contracts, e.g. public health primary care Locally Commissioned Services.

Richmond Council for Voluntary Services (CVS)

To support local voluntary and community groups to adhere to good practice, we have continued to disseminate information related to safeguarding, including a resource sheet and training opportunities. We have also supported groups to update their policies and in February 2019 we ran a training session for volunteer coordinators on Safer recruitment and management of volunteers. Richmond CVS is a member of the new Richmond Community Forum, a local forum of the Communications and Engagement Sub-group of the RWSAB.

Richmond Wellbeing Service

Richmond Wellbeing Service continues to offer a person-centred approach to safeguarding. Safeguarding is integrated into all our clinical practice and we work with service users to achieve the best safeguarding outcome for each individual, based on their personal needs. We prioritise safeguarding adult training for all our clinical staff and recently arranged in-house training days for the clinical team on Safeguarding Adults at Level 3. Richmond Wellbeing Service contributes to local safeguarding in Richmond by attending local safeguarding events including Safeguarding Adult Reviews, Vulnerable Adults Multi-Agency Panel (VAMA) and the SAB. We liaise with our colleagues in secondary care and social care in order to offer a seamless safeguarding approach to our service users.

South West London and St. George's Mental Health Trust

The Trust has been pleased to continue the bi-annual teleconference with the SAB Independent Chairs. It reinforces the Trust's excellent relationship with the SABs with open and honest approach by all and provides evidence of good inter-agency collaboration. We have developed two major quality improvement initiatives, focussed on mitigating the risks of our service users being abused or neglected. One is concentrating on reducing restrictive practices, and the other is addressing concerns about service users' sexual safety. The people who use our services are very directly involved in these important service developments. A new Safeguarding Hub has been established, providing all staff with even easier access to our Safeguarding Team.

St George's University Hospitals NHS Foundation Trust

This has been a busy year for the Safeguarding Adults team at the Trust, during which we have continued to contribute to individual Safeguarding cases, operational and strategic safeguarding practice, in the context of a continuing rise in referrals to the team. The Lead Nurse for Safeguarding Adults continues to make a key contribution to Wandsworth's Community Multi-Agency Risk Assessment Panel (CMARAP) and we continue to contribute to local safeguarding networks alongside working hard to address all the individual Safeguarding issues experienced in a large acute hospital. The Trust continues to work closely with Safeguarding Adults teams in Wandsworth and across a wider area.

Wandsworth Care Alliance (WCA)

We continue to comply with our local safeguarding policy, which is in line with Wandsworth Council's policies and procedures of Safeguarding Adults and Children. WCA volunteers continue to sit on both the adult and children's safeguarding boards. One service concern was forwarded to the Quality Assurance Team through our Healthwatch project, although this was not followed up as a safeguarding concern.

Your Healthcare (YH)

In 2018-19 YH has focused on developing greater cohesion across child and adult safeguarding to enhance our ability to respond to safeguard concern. Your Healthcare has put into practice learning from local Safeguarding Adult Reviews. Key learning being the need for greater multi agency risk assessment and planning with service users who refuse essential care.Following a Domestic Homicide Review, the Kingston SAB was instructed to increase awareness around Adult Family Violence (matricide and patricide). YH took the lead in writing an information sheet for practitioners which is now being shared across the south west sector and is available on the RWSAB's website. YH has also provided training for the London Fire Brigade in Kingston on communication with people with cognitive impairment and dementia and this has been well received.

BOARD PRIORITIES 2019/20

STRONG GOVERNANCE AND ACCOUNTABILITY:

- Develop and strengthen functioning of Executive group
- Shape the wider SAB partnership with a focus on safeguarding principles
- Develop effective and vibrant sub groups which deliver on Board priorities

STRENGTHEN WIDER PARTNERSHIP AND COLLABORATION

- Identify common themes with other key partnerships and agree mechanisms to work on these collaboratively
- Agree mechanisms for sharing information and learning across wider partnerships

EFFICIENT IDENTIFICATION AND SHARING OF LEARNING FROM SAFEGUARDING ADULTS REVIEWS

- Identify cost effective ways to undertake statutory Safeguarding Adults reviews
- Introduce a system of multiagency live case reviews to embed learning from SARs

The Business Plan 2019-20 can be found on our website: http://sabrichmondandwandsworth.org.uk

REPORTING A SAFEGUARDING CONCERN

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Emergency

Call the Police or emergency services -

999

Richmond and Wandsworth Safeguarding Adults Board

Questions about this Report

If you have any questions about this report, please email sab@richmondandwandsworth.gov.uk

Remember, safeguarding is everyone's business