

15th February 2019

Borough of Poole Adult Social Care Briefing Document

'Harry': Implementation of the Safeguarding Adult Review Action Plan Recommendations - Summary

Action taken to review the concerns/issues arising from the case.

Subsequent to the extremely tragic and serious events of Harry's death, Borough of Poole has:

- undertaken an internal management review across all relevant areas of the Council's work
- participated fully in the Domestic Homicide and Safeguarding Adults Review on a multi-agency basis
- has ensured all individual staff and managers involved have reviewed their own practice and decision-making; considered any appropriate action under the Council's disciplinary code and have supported the development of relevant staff and also ensured training and learning for wider staff groups.

Our commitment has been to learn and rapidly improve our responses to safeguarding through the implementation of new ways of working; changes in policy and procedures and training for staff. We have implemented significant changes in the almost four years subsequent to Harry's death.

We have ensured that we have evaluated the impact of these changes on the effectiveness of our own and multi-agency responses to vulnerable adults and young people in complex issues of safeguarding.

Key Areas of Learning and Action.

A New Safeguarding Team

Borough of Poole established a new specialist safeguarding team in 2017. This team reviews every safeguarding referral, manages the most complex cases directly and provides advice, information and support to fieldwork teams. The team of specialist safeguarding officers has introduced greater consistency and stronger relationships with colleagues in partner agencies such as the Police, the Care Quality Commission and local NHS providers.

A New Approach to Risk Management Across Organisations

Borough of Poole now uses specialist Multi-Agency Risk Management (MARM) Meetings to bring together professionals from a range of agencies, including the Police and NHS, to plan and monitor the care and risk management for people who may come to harm.

Working with Complex Cases

Changes to the local authority safeguarding process have introduced specialist assessments for people who are thought to not have the mental capacity to make decisions for themselves. There is also greater consideration and use of the Court of Protection to help protect people at greatest risk. The Borough of Poole can also assist people at risk of financial abuse to better manage their finances. Our learning disability teams have also become more expert in dealing with complex social situations such as hate crime, sexual and criminal exploitation and the risk of vulnerable people using social media.

Improvements in Information Sharing Between Agencies

Borough of Poole has worked with the Safeguarding Adults Board to develop a formal information sharing agreement for adults who may be at risk and require multi-agency support and protection. All information sharing for complex cases is now managed through named individual lead officers.

Changes to the Way We Work with Young People Moving into Adulthood

Screening of new adult safeguarding cases now includes links with the relevant local authority children's services to better gather past information about a victim or alleged perpetrator. A specialist team has recently been set up to support young people with a disability or mental illness to prepare for adulthood.

More Effective Working with Care Providers

A new contractual framework for the provision of care to people with a learning disability has been drawn up which places a stronger emphasis on care standards and service user support planning. The framework seeks to ensure that care staff are properly trained and have the required skills, knowledge and experience to provide a safe service.

How Do We Know Things Are Improving?

Borough of Poole undertook a review of cases in December 2018 and found that:

- There was evidence of good levels of communication and information sharing
- A marked increase in the use and documentation of risk assessments and risk management plans
- In all the cases audited the person's mental capacity to consent had been considered in line with the principles of the Mental Capacity Act.
- In all the cases audited there was evidence that there was effective management oversight and support
- Where necessary access to an advocate was considered and facilitated if appropriate
- In a number of the cases audited consideration was given to alternative legislative options that could be instigated to offer additional safeguards for the person.
- There was evidence that a range of meetings were being utilised as part of the safeguarding process and in particular the use of MARM meetings
- The learning disability team demonstrated that despite non-engagement of some individuals with their service all efforts were being made to continue to engage.
- In all the cases audited there was a named individual identified as a contact person for all information to be shared.
- There was evidence that when necessary formal links were being made with Children and Young person's services.
- It was noted that assessments and care and support plans detail risks and actions required to mitigate any perceived or actual risks.