

Appendix 2 – POC Recommendations.

1. Concerns were expressed in relation to those vulnerable persons who fall outside the threshold to receive safeguarding adult's services in Hillingdon and who are 'sign-posted' to other agencies. Members asked that officers investigate a way of monitoring the care these people receive and to report back to the Committee.
Reference page 11

An audit of cases will be completed in October 09 that will also include following up those cases where no further action was taken. It is anticipated that Protocol IS will enable us to run reports for these types of referrals.

2. In relation to the review of No Secrets, the Council should lobby the government to give Safeguarding Adults a much firmer legal basis, in line with Safeguarding Children.
Reference page 12

The SAPB submission on the national consultation adopted this approach and analysis of the consultation indicates placing safeguarding activity on a legal footing has nationwide support.

3. The profile of the safeguarding of adults be raised, together with the lead role the authority has in this to enable greater safeguarding of vulnerable adults
Reference page 19

This is very much a key objective for the SAPB and reflected in the SAPB plan.

4. The POC asks for the recognition of Safeguarding Adults as one of the council's top priorities and endorse the appointment of the Cabinet Member for Health and Housing on the Adult Safeguarding Board, as a Safeguarding Adults Champion to provide a high profile and leadership to the area.
Reference page 19

Councillor Corthorne is an active member of the SAPB

5. That the format of the questionnaire for assessing the Customers' experience of safeguarding procedures be reviewed to ensure that users' views are more accurately recorded
Reference page 21

The investigation format embedded in Protocol IS captures user, and carer's desired outcomes. An audit of cases will include a revised questionnaire to address outcomes for users and their carers.

6. Officers be commended for the work carried out so far in relation to the Safeguarding Adults Partnership Board and a report be submitted to this Committee in November 2009 on progress made. Officers to investigate a way of measuring the effectiveness of outcomes in their safeguarding work and to provide a report to this Committee.
Reference page 24

Protocol IS will be better able to capture this information. An independent audit of safeguarding activity carried out in 2009 demonstrated improvements made in safeguarding arising from the inspection review had been embedded in practice. Further audit work is planned.

7. With effective Safeguarding Adults work relying on effective partnership working and with the Council as the lead agency, it is recommended that all partner agencies should contribute resources (cash and in kind) to a pooled partnership budget for the delivery of the Safeguarding Adults work programme
Reference page 24

Partner agencies on the SAPB have committed additional resources in terms of dedicated leads for safeguarding. Agreement is currently being sought for the joint funding of a communication and public awareness campaign.

8. Achieving effective safeguarding relies on all partner agency staff understanding safeguarding is their responsibility and being aware of how to take action to protect vulnerable adults. The POC recommends that all agencies ensure safeguarding training is mandatory for all appropriate staff
Reference page 25

A new training strategy has been developed for 2009/2010. A staff survey across all partner agencies to ascertain staff awareness and knowledge of safeguarding adults has taken place. The results are being collated and this will enable better targeting of training.

9. That all departments and agencies ensure that effective information sharing is incorporated into routines to ensure that vulnerable adults are safeguarded if their care provider changes
Reference page 25

The Service Manager for safeguarding is working with partners to ensure their systems of receiving, collating and forwarding allegations of abuse to LBH are robust. Liaison meetings with key agencies are in place to maintain effective communication.

10. That officers and Hillingdon Hospital be commended for addressing the

issue of Hillingdon Hospital previously not recording the number of safeguarding adult cases referred to them. Members noted this will improve the shared data for care agencies

Reference page 26

The Service Manager for safeguarding attends Hillingdon Hospital's safeguarding steering group. The Hospital's system of incident reporting is being presented to the October SAPB as an example of good practice.

11. Alternative care via a place of safety should be the preferred option in all vulnerable adult cases, where appropriate, whilst the care needs of an individual are being assessed.

Reference page 26

This is recognised as a gap in provision for the small number of cases where this is needed. LBH have used 'step down' flats on occasions, but the need is identified.

12. Care assessments should be holistic to ensure that the most appropriate care is provided, taking into account the needs of carers and the safety of the individual.

Reference page 26

The specific safeguarding module on Protocol IS will improve the quality of assessments with, for example, better risk assessments.

13. In relation to the review of No Secrets and about how safeguarding vulnerable adults might be better integrated into the mainstream criminal justice arena, the Committee agreed that there is a need to develop a multi-agency panel to review high risk cases (that are as yet outside the prosecution threshold) in the style of the Multi-Agency Risk Assessment Conference (MARAC) and the Multi-Agency Public Protection Arrangements (MAPPA).

Reference page 28

The new safeguarding service in LBH is resourced to provide on-going management of high risk cases that present a challenge to all agencies to safely maintain in the community. The use of protection plans and the multi-agency review of these plans will provide the opportunity co-ordinate activity. Consideration of a specific panel will be looked at in the revision of the multi agency safeguarding procedures.

14. The Committee recommends that the Metropolitan Police consider the appropriateness of dedicated officers to work on safeguarding vulnerable adults and for this to be raised at the Safeguarding Vulnerable Adults Board.

Reference page 28

The Metropolitan Police have dedicated safeguarding adults resources and are implementing new protocols across the force to ensure consistency of response.

15. That monitoring of incident and accident books must be part of the contract monitoring visits by the authority in order to identify areas of concern

Reference page 30

The strengthened LB Hillingdon social care inspection team has adopted this.

16. That where adults receive care through direct payments and self directing care budgets, appropriate arrangements be put in place to ensure that third party providers fulfil their duty to protect adults.

Reference page 32

Work is being carried forward by the transformation team in LBH to ensure safeguarding is integrated into the new models of service delivery. Piloting the new models will enable any safeguarding issues arising to be addressed.

17. That officers be asked to examine how a single phone line (hotline) can be put in place for out of hours and/or anonymous reporting of safeguarding concerns and whether access to such a service can be made available at Civic Centre main reception.

Reference page 31

Currently all referrals to Adult Social Care are dealt with by Hillingdon Social Care Direct. There is a single number for out of hours referrals. This recommendation can be considered as part of the awareness campaign planned for 2009/2010.

18. There is a need to engender a culture change which may be best achieved through a robust system of audit.

Reference page 34

A performance and quality assurance framework is in place

Monitoring of the standards of care provided by both internal and external agencies should be strengthened to give reassurance to users, relatives and carers.

Reference page 34

(As in 18 above.)

19. The feedback from service users and carers on their experiences of safeguarding procedures be reported to this Committee in December 2009

Reference page 36

Outcome of the case file audit, including views of service users, will be available.

20. That officers investigate further the use of 'charged up' cards as a method of payment for people who receive self funding for the purchase of care, to facilitate tracking of payments.

Reference page 37

To be taken forward by LBH transformation team.

21. Correspondence to users needs to be a standardised letter but also incorporate a personalised introduction and conclusion

Reference page 37

To be noted.

22. That officers be asked to look into using a single reference number to identify users, to simplify the process of managing all dealings with a particular case as is done currently (and successfully) with Members' Enquiries.

Reference page 37

All service users have a unique reference code assigned by CareFirst and Protocol IS.

**Nick Ellender, Service Manager, Safeguarding.
29.8.09.**