

Leeds Safeguarding
Adults Board



LEEDS: A SAFE PLACE FOR EVERYONE

ANNUAL REPORT 2018/19

To report a crime:

- **In an emergency, contact the police: Tel. 999**
- **If the person is not in danger now, contact the police: Tel. 101**

To report a safeguarding concern or seek advice:

- **Contact Adult Social Care: Tel. 0113 222 4401**
 - **Out of hours: Tel. 07712 106 378**
-

Foreword

I look forward to the annual report each year, it is a great opportunity to stop and reflect on what we have achieved and where we need to focus our efforts next year.

We have set our ambitions to be more inclusive and citizen-led in our approach to developing safeguarding practice and our work as a Board. This will take some time to embed across all our work streams, but we are making valuable progress.

As we end this year and start the next, we are launching our new citizen-led multi-agency safeguarding policy and procedures that have been produced with the support and input of citizen groups across Leeds. This starts to take us on a journey of working with and alongside communities. Our developing work with citizen groups to be safeguarding ambassadors is an example of where this approach can take us.

We know however, that there is much more to do. Going forward we recognise the need to develop our approach to quality assurance and to developing more intelligence-led approaches. The Board takes this seriously and has invested in a new post that will help enable to move forward in the coming year.

Our Strategic Plan sets out in detail our objectives for next year, which is available to everyone to read on our website:
www.leedssafeguardingadults.org.uk

As always, I would like to take this opportunity to thank everyone for their ongoing work and commitment towards making Leeds a Safe Place for Everyone.



A handwritten signature in black ink, appearing to read 'Richard Jones'.

Richard Jones CBE,
Independent Chair
Leeds Safeguarding Adults Board

“We have set our ambitions to be more inclusive and citizen-led in our approach to developing safeguarding practice and our work as a Board. This will take some time to embed across all our work streams, but we are making valuable progress.”

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1. Leeds Safeguarding Adults Board 2018/19

1.1 Who we are

The Leeds Safeguarding Adults Board is a partnership of organisations that works to both prevent and end abuse of adults with care and support needs in Leeds.

The Board includes a wide range of organisations that have a role in safeguarding people from abuse and neglect. This includes senior representatives from Leeds City Council: Adults & Health, West Yorkshire Police and NHS Clinical Commissioning Group (CCG), as well as other statutory organisations, Healthwatch Leeds, third sector and citizen representatives.

The Board has appointed Richard Jones CBE as its Independent Chair, providing an independent perspective, challenge and support to the Board in achieving its ambitions.

A full list of member organisations is included in the appendix.

1.2 What we do

Safeguarding Adults Boards are a requirement of the Care Act 2014, with specific duties and responsibilities as set out in Schedule 2 of the Act.

The Board works to help and protect adults with care and support needs to be safe from abuse and neglect.

The Board does this by setting out a strategic plan in response to the needs of citizens in Leeds. The Board's role is to coordinate the work of partners, providing support and challenge; and to gain assurances from member organisations of their work to safeguard people in Leeds.

The Board works closely with its member agencies and strategic partners to achieve this.

The Board has a Strategy Unit that works to support the Board to achieve its ambitions.

It is important to note that the Board does not commission or deliver direct front-line services. Each partner organisation retains its own lines of accountability and responsibility for safeguarding practice.

More information about the work of the Board, including minutes from meetings and the full strategic plan is available on the Board Website:

www.leedssafeguardingadults.org.uk

The Board's Vision, is for Leeds to be:

**“A safe place
for everyone”**



1.3 Governance arrangements

The Board is a multi-agency statutory body which makes decisions about the strategic direction of safeguarding in Leeds. Richard Jones CBE is the Board's Independent Chair.

The work of the Board is supported through its Executive Group and Sub-groups.

The **Executive Group** of the Board works to plan, support and drive forward the Board's agenda and work plans. It is chaired by Richard Jones CBE, Independent Chair and includes:

- West Yorkshire Police
- Leeds City Council: Adults & Health
- Leeds NHS Clinical Commissioning Group

The **Executive: Safeguarding Adults Review Group** has responsibility for statutory Safeguarding Adults Reviews that enable the Board to identify multi-agency learning about citizens' experiences of care and support in Leeds.

It is currently chaired by Richard Jones CBE, the Board's Independent Chair.

The Board also has sub-groups, each chaired by a key member organisation that supports the Board to take forward its work as a partnership.

During 2018/19 the Board decided to discontinue its Citizen Engagement Sub-group, on the basis that citizen engagement should be considered a core element and consideration within all its work streams. The remaining two sub-groups are:

Quality Assurance and Performance Sub-group;

- Chaired by Nigel Parr, Head of Safeguarding, Access and Quality, Leeds City Council: Adults and Health

Learning and Development Sub-group:

- Chaired by Belinda Sharratt,
- Deputy Designated Nurse Safeguarding children and adults / MCA and DoLs Lead Leeds Clinical Commissioning Group

The Board has a close working relationships with a range of organisations and networks that enable the Board to work in partnership towards making Leeds a Safe Place for Everyone. This includes:

- [Mental Capacity Act Local Implementation Network](#)
- [Leeds Safeguarding Children Partnership](#)
- [Safer Leeds, Community Safety Partnership](#)

The Board is funded jointly by the Leeds City Council: Adults & Health, Leeds NHS Clinical Commissioning Group, and the Office of the Police and Crime Commissioner.

This funding enables the Board to commission an Independent Chair and a Strategy Unit to support it to achieve its ambitions.



2. Supporting people within our multi-agency safeguarding adults policy and procedures

The multi-agency safeguarding adults policy and procedures provide a framework for all organisations to work together and with the person at risk, to end the abuse they are experiencing.

This overview outlines referrals and outcomes for people supported within the multi-agency policy and procedures.

There were 8715 safeguarding concerns raised with the local authority during 2018/19, this reflects an increase in referrals from previous years as illustrated in Table A. This suggests people and organisations are positively acting on their concerns for people's safety, and seeking support for those at risk.

During 2018/19, 40.2% of referrals were responded to within the multi-agency policy and procedures. Not all referrals will need a response within the multi-agency policy and procedures. Sometimes a more beneficial and proportionate response is to help people in other ways, such as with information and advice or signposting to more relevant services.

Of those responded to within the multi-agency policy and procedures, the most common cause for concern was neglect (36%) followed by physical abuse (28%) and financial abuse (13%) and psychological abuse (11%) as illustrated in Table B. This is consistent with previous years.

Those people receiving support within the multi-agency procedures may be supported in a range of different ways according to the nature of the risk, their particular circumstances, their wishes and the outcomes they want to achieve.

Although there may be a variety of responses, Table C shows that during 2018/19, in 90% of occasions the risk of abuse or neglect was either reduced or removed as a result of the support provided. Sometimes people may choose to live with risk or it may remain with strategies in place, and so it is necessary to look at individual cases to understand why a risk may remain.

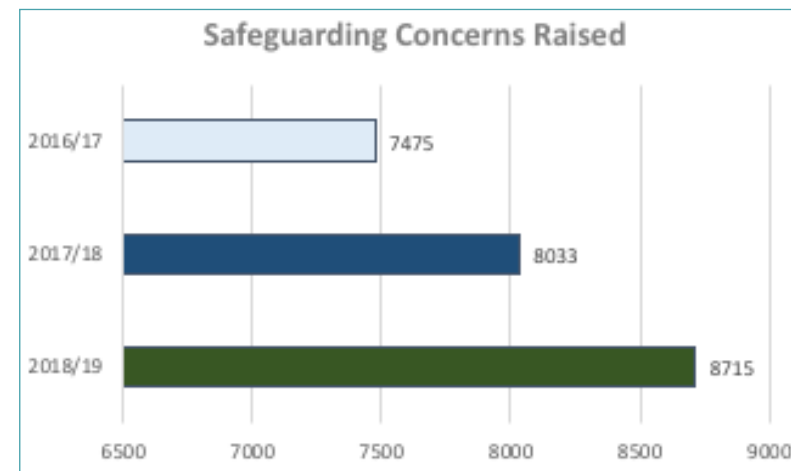


Table A: Safeguarding concerns raised with the local authority (referrals)

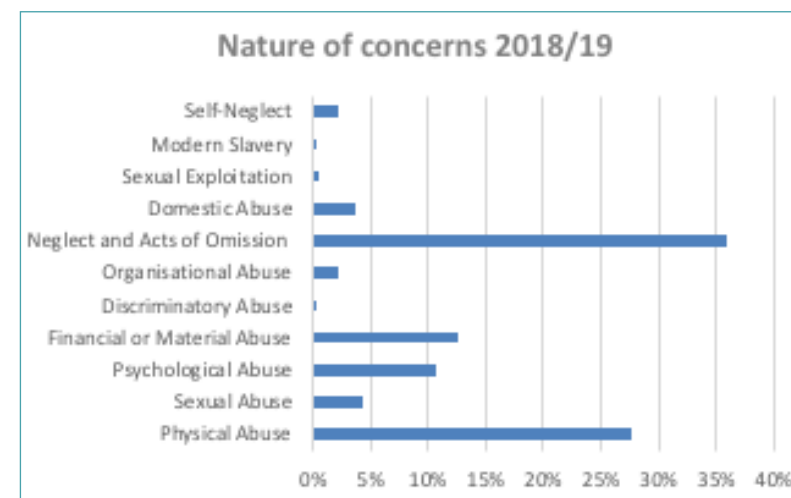


Table B: Nature of safeguarding concerns raised

Support provided within the multi-agency policy and procedures should always be with recognition of the person's desired outcomes. Where possible agencies will seek to achieve these for the person. In 2018/19 these outcomes were fully achieved in 83% of occasions, an increase from previous years; and partially achieved in 14% of occasions. Only in 3% of occasions were these not either fully or partially achieved.

The figures give a good indication that people are being supported to achieve outcomes they want for themselves and it is again necessary to look at individual cases to understand why someone's chosen outcomes have not been achieved. It should be noted however, that it is not always possible to achieve someone's desired outcomes, these can sometimes be unrealistic or actions may be required for the safety of others, contrary to someone's wishes.

*Please note: 2018/19 figures here may differ from SAR return due to reporting dates

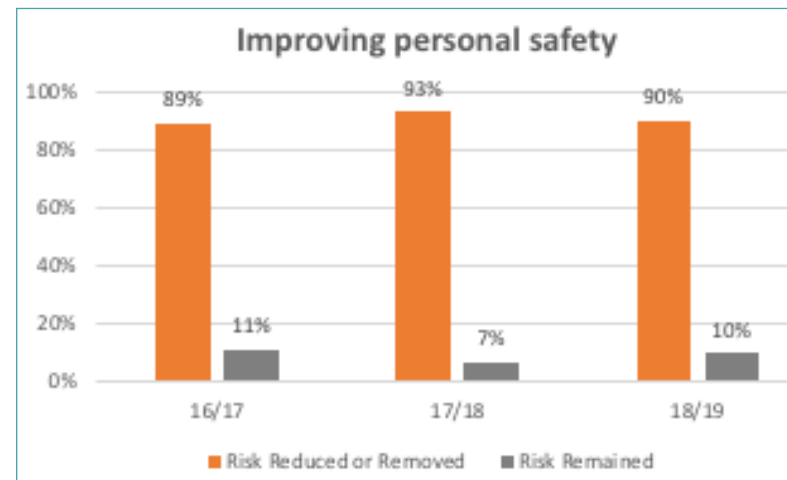


Table C: Risk evaluation

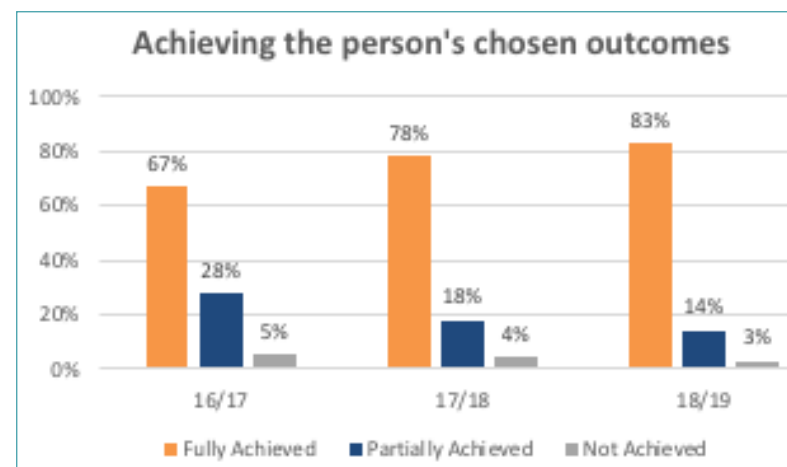


Table D: Achieving the person's chosen outcomes (desired outcomes)

3. Board Ambitions for Leeds

The Board's four year strategic plan is based around four key ambitions:

- Talk to me, hear my voice
- Improve awareness across all our communities
- Improve responses to domestic abuse
- Learn from experience to improve how we work

Each year the Board aims to further its achievements in each key area. The pages below provide an outline of progress and achievements:

TALK
TO ME,
HEAR
MY VOICE



4. Talk to me, hear my voice

What we want to achieve for citizens in Leeds:

“I am asked if I feel safe and what help I want, and this informs what happens.”

Our ambition is to seek out the voice of the adult at risk and for this to be the focus of all our work.

- We will reach out to people who may be at risk of abuse and neglect,
- We will involve people in decisions about how we respond to their concerns,
- We will work with people to achieve the changes they need to feel safe.

4.1 The Leeds Approach

In September 2017 the Board sought to review its approach as a Board and set out its principles of how it will work going forward.

This included a commitment to develop the Board's approach towards focusing on 'people not process' and on working towards co-producing work as we go forward.

The Leeds Approach

Co-production

Whole system understanding

People before process

Developing the Leeds approach has been a core tenet of our work during 2018/19, and has been most evident in our aspiration to become citizen-led.

By citizen-led we mean:

- Learning from citizen experiences
- Involving citizens in development of practice
- Being focused on the experience of citizens
- Measuring our success by citizen expectations



4.2 Citizen-led multi-agency policy and procedures

The Leeds Safeguarding Adult Board developed new multi-agency policy and procedures during 2018/19 adopting a whole new approach that is likely to be the first of its kind.

In developing the new approach, the Board worked with eight citizen groups to understand their views of what good support would look like and feel like to them.

The Safeguarding Adults Board is grateful for the support of the following groups, in developing this new approach:

- Touchstone Service User Group
- Leeds People First (Leep1)
- Barca Leeds
- Pennington Court Residents
- Oakwood Hall Residents
- Carers Leeds
- Osmondthorpe Hub
- Leeds survivor-led crisis service

The policy and procedure were then written around the issues and principles that citizens themselves identified as important. It includes citizen expectations in relation to how support is provided and key conversations they would want to have.

The overwhelming feedback from citizen groups, was 'Talk to me, hear my voice' and we have titled our policy and procedures with this principle going forward; and included a special introduction from Touchstone Safeguarding Service User Group explaining why Talk to me, hear my voice is so important in practice. You can read this within the procedure; however you can also watch their short film on the Leeds Safeguarding Adults Board, YouTube Channel.

4.3 Citizen-led practice guidance

The new approach recognises citizen groups as experts in their own lives and in how they wish to be supported.

The revised approach has been to include citizen-led practice guidance around some key issues, such as:

- Developing safeguarding plans
- Involvement in meetings
- Good support
- What empowerment looks like and feels like in practice

A citizen-led practice guidance booklet has been developed with advice from citizens to practitioners about good practice. A series of posters are also available.

4.4 Learning from citizen experiences

During 2018/19 the Board decided to commission an independent service to gather and help the Board learn from citizen experiences of the multi-agency procedures.

The tender evaluation process is nearing completion and as we move into 2019/20 we will be able to start the process of developing a citizen panel and co-producing a set of evaluation questions with citizens.

This approach will help to ensure that citizen experiences are at the heart of our learning and our practice.

4.5 Citizen Ambassadors

The key messages from citizen groups are their own, and the Board's role has been to seek to learn from these.

Many of those involved in developing the citizen-led practice guidance have welcomed the opportunity to be heard and to influence practice.


Leeds People First (Leep1) a self-advocacy group for people with learning disabilities have expressed an interest in making a 'Talk to me, hear my voice' video and to be Ambassadors, meeting and talking to practitioner groups about good practice from the citizen perspective.

This work with Leep1 is underway and will be launched during the summer of 2019. Some other citizen groups have also expressed an interest in joining in with this approach in the coming year.


The Leeds Approach

Citizen-Led Practice Guidance

Including Top Tips for Practitioners



Leeds Safeguarding
Adults Board



**TALK
TO ME,
HEAR
MY VOICE**

4.6 Supporting citizens to plan for their future

The Leeds Safeguarding Adults Board works closely with the Mental Capacity Act, Local Implementation Network.

The Network identified that there are many people in Leeds who do not fully understand how they can make decisions that impact upon their future care.

Advanced decisions enable someone 18 and over to make decisions now, to refuse a particular treatment in the future. This ensures that someone's voice will still be heard even if they become unable to make decisions or clearly express their views.

The Network is planning to develop new information materials and to hold both public and multi-agency events across the city during April 2019.

The Mental Capacity Act Local Implementation Network are also planning a range of similar events/conferences during 2019, focusing on Liberty Protection Safeguards and the Mental Capacity Act Code of Practice. In addition, Leeds has also been chosen to showcase a Lasting Power of Attorney public campaign during 2019. Together all these events will help ensure people's voices are heard in Leeds.

PLANNING AND RISK MANAGEMENT

Citizen Groups in Leeds have produced this advice for people supporting them to be safe.

How to work with me

Don't presume you know what I want

Speak to me about it, hear my voice

Ask me what I would like to happen and why

Talk to me about the options, and explain them

Ask me if there are any services I would like to be referred to


Let's agree what I am going to do


Let's agree what you are going to do

Don't take over - help me make my own decisions

If you need to make decisions I don't agree with, explain to me why

Enjoy helping people





Leeds Safeguarding
Adults Board

For more information visit
www.leedssafeguardingadults.org.uk

TALK
TO ME,
HEAR
MY VOICE

5. Improve awareness of safeguarding across all our communities

What we want to achieve for citizens in Leeds:

“I receive clear and simple information about what abuse is, and how I can get help”

Our ambition is for everyone to know how to seek help and to have confidence in how we will respond.

- We will promote awareness across the city,
- We will reach out to diverse communities,
- We will assess the effectiveness of the work we do.



Stall at Kirkgate Market, Adults Social Care Event



Richard Jones CBE, Independent Chair talking to NHS practitioners

5.1 Reaching out across communities

During 2018/19 the Board has sought to reach out across diverse communities in Leeds, to promote awareness of safeguarding and the work of the Board.

This has included providing awareness sessions and information stalls, sometimes on a number of occasions for a whole range of different community groups and organisations.

This included projects and groups associated Black Asian Minority Communities:

- Association of Blind Asians
- Bahar Women's association
- BAME Health & Wellbeing Hub
- Health For All South Asian Luncheon group
- Feel Good Factor International Older Peoples day
- Roma Café
- Touchstone Migrant Access Project
- Touchstone Sikh Elders
- Naya Savera Charity supporting South Asian communities
- Women's Health Matters Rainbow Hearts - Asylum Seekers

It includes a range of groups and networks associated with older people:

- Belle Isle Winter Aid Neighbourhood Network
- Burmantofts Senior Action
- Crossgates Good Neighbours Neighbourhood Network
- Farsley Live At Home Neighbourhood Network
- Garforth Neighbourhood network
- Horsforth Live At Home Neighbourhood Network
- Middleton Elderly Aid Neighbourhood Network
- Moor Allerton Elderly Care Neighbourhood Network
- Morley Elderly Aid Neighbourhood Network
- OPAL (LS16) Neighbourhood Network
- Otley Action for Older People Neighbourhood Network
- Pudsey Live At Home Neighbourhood Network
- South & North Seacroft Friends & Neighbours

It included some groups and forums for people with learning disabilities and their families:

- Leeds Learning Disability People's Parliament Awareness session
- Better Action for Families AGM
- Leeds People First (Leep1)

It included awareness sessions with carers groups, namely:

- Carers Leeds
- Leeds Jewish Welfare Board Carers groups

There were also awareness sessions and information stalls held with Lesbian, Gay, Bi-Sexual, Transsexual community (LGBT) groups:

- Friends of Dorothy
- Leeds Trans Pride

Awareness sessions and / or stalls were also held across wider public and community events/centres such as:

- Bramley Community Hub
- Central Library
- Compton Centre
- Dewsbury Road Community Hub
- Housing Leeds Private Landlords Conference
- Kirkgate Market Adult Social Care event
- Moor Allerton Community Hub
- Wetherby One Stop Centre

Feedback from this sessions have been very positive and the Board plans to continue this approach into next year to reach more people.

“Safeguarding Adults Board provided very good information about abuse and neglect. Now we know we can get help. Thank you very much for this session. The information we received is very useful”.

Association of Blind Asians



Awareness session at the Roma Café



Engagement event with Leeds People First (Leep1)

“People found the information really interesting and said they were taking leaflets home to show family”

Older People's Action in the Locality

5.2 Social Media

The Leeds Safeguarding Adults Board is keen to increase its presence on social media, it now has 659 followers on Twitter. You can follow the Board to keep up to date with the work we are doing.



Facebook: www.facebook.com/LeedsSAB/

Twitter: <https://twitter.com/LeedsSAB>

5.3 Engagement materials

The Safeguarding Adults Board has a range of posters, information leaflets and cards to promote awareness of safeguarding.

Such materials have been distributed to 140 community, tenant & resident, voluntary and faith groups / venues across the city during 2018/19.

Currently the Board is seeking reviewing its materials and has sought views and feedback through on-line surveys and a citizen focus group.

The Board is currently reviewing the feedback and will seek to use this to co-produce new engagement materials in 2019/20.



5.4 Safeguarding Week

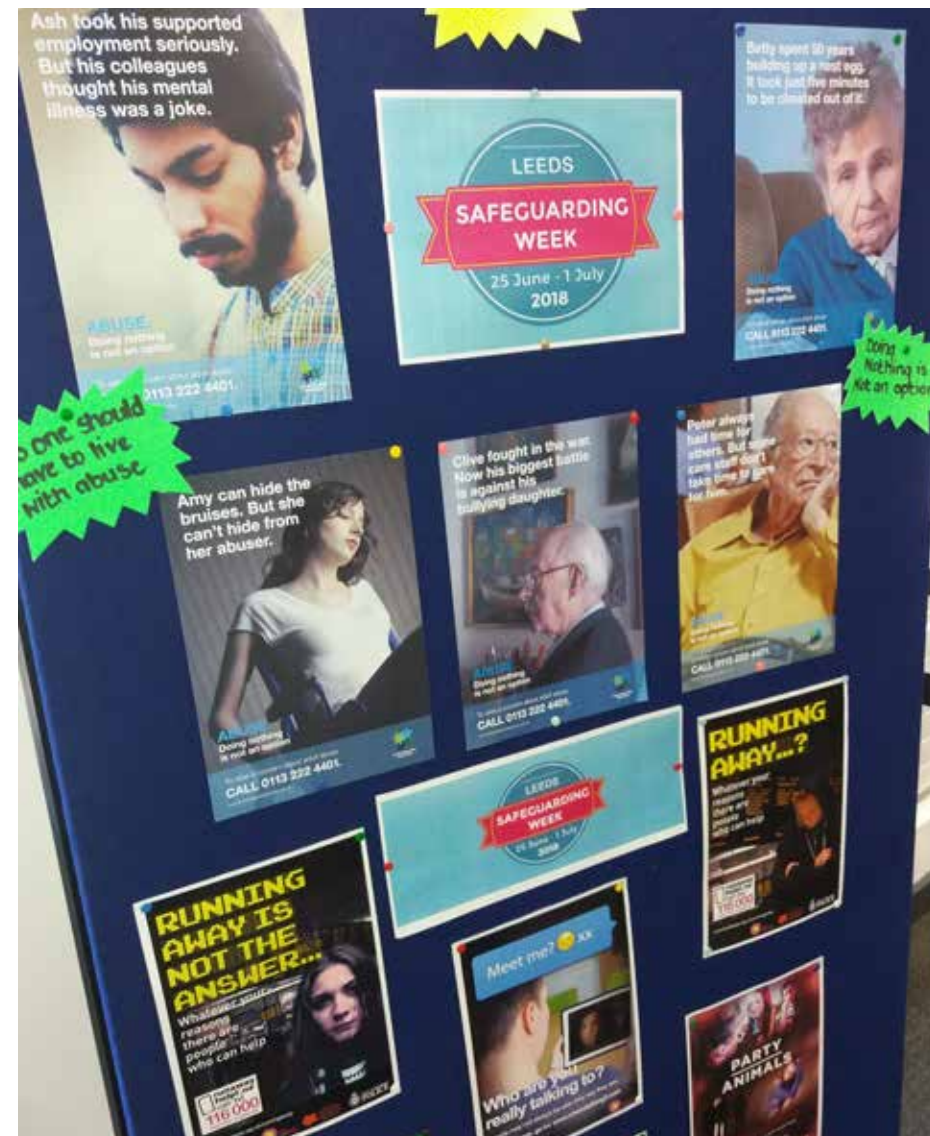
Safeguarding Week is an annual event held jointly by the Safeguarding Adults Board, Safeguarding Children's Partnership and Safer Leeds.

This year, like last year, Safeguarding Week was held in partnership with the Office of the Police and Crime Commissioner and the other strategic safeguarding Boards across West Yorkshire.

The week provides an opportunity for all organisations in Leeds to promote awareness of safeguarding for their staff, volunteers and for the people who use their services.

The three Boards also took the opportunity to provide a series of workshops to share the learning from their statutory reviews that each Board holds. These workshops were aimed at community, third sector and voluntary organisations and were very well received. This led to further workshops being held across the rest of the year.

In addition Leeds Safeguarding Adults Board worked with Leeds City Council Library Service to ensure there were stalls and information displays across their services in the city to reach as many people as possible.



6. Improve responses to domestic violence and abuse

What we want to achieve for citizens in Leeds:

“I am confident that professionals will work together and with me to get the best result for me”

Our ambition is for everyone with care and support needs to receive the advice and support they need if they experience domestic abuse and violence.

- We will improve how we respond together, as a partnership.
- We will ensure practitioners have the skills and knowledge to provide the support needed.
- We will learn by continually reviewing practice.

6.1 What is domestic violence and abuse?

The cross-government definition of domestic violence and abuse is:

“any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality”.

Domestic abuse can take many forms, including physical, psychological, sexual, financial or emotional abuse. It also includes so called ‘honour-based violence’, female genital mutilation and forced marriage



6.2 Bringing learning into practice

During 2018 the Safeguarding Adults Board completed a Safeguarding Adults Review in relation to the experience of ‘Dorothy’ (an anonymised name). Dorothy was a woman with vascular dementia and other significant health concerns who was harmed in her own home over many years. This was reported as concluded within last year’s Annual Report, but the timing was such that we are able to give a more detailed account of the learning and subsequent actions taken now.

The aim of the Safeguarding Adults Review was to establish what lessons can be learned from Dorothy’s life and experiences, that can inform how practitioners and organisations work to safeguard people in similar circumstances in the future. For more information about Safeguarding Adults Reviews, please refer to page 21.

There were four key thematic learning points:

- 1. The importance of person-centred practice** - In the last year of her life Dorothy saw a number of practitioners in a range of settings, none of whom asked her views about what was happening at home. The Board’s ambition: ‘Talk to me, hear my voice’ is directly influenced by Dorothy’s life.

2. The importance of professional curiosity and managing difficult conversations

- Dorothy's husband was also her carer and was allowed to control the narrative and explain away obvious injuries with little or no challenge. The Review identified the importance of professional curiosity and the ability of practitioners to have difficult conversations that reveal someone's real circumstances.

3. Identification of domestic abuse risk factors

- There is no evidence that the risk of domestic abuse was identified. The review identified the need for all practitioners to be able to be alert to the potential signs of domestic abuse in the context of such care relationships, where injuries may be less obvious or hidden.

4. Legal Literacy

- From workshops held, the review also identified the need for practitioners to have a good knowledge of legal frameworks so as take appropriate actions to safeguard people at risk of domestic violence and abuse.

During the course of the Review and reporting period, there has been considerable development in person-centred practice, approaches to routine enquiry, and awareness / understanding of domestic violence and abuse across agencies in Leeds.

In addition to individual agency learning and actions, the following summary illustrates the range of actions taken by the Leeds Safeguarding Adults Board to share the learning from Dorothy's experience. This also helps to illustrate how learning continues to directly influence the Board's ongoing work and priorities:

- During the course of the Review: Nine learning and consultation events were undertaken with practice staff, team managers and safeguarding leads in order to inform the review. Over two hundred practitioners took part and learned from Dorothy's experience.
- Directly as a result of Dorothy's experience the Board adopted the ambition, 'Seek Out The Voice of the adult at risk. Later changed to 'Talk to me, hear my Voice'. The Leeds Multi-agency policy and procedure have since been revised around this principle, using citizen-led approaches to ensure the person's voice is always sought and heard.
- A series of joint learning sessions held with Leeds Safeguarding Children Partnership and Safer Leeds were commenced in June 2018. Seventeen were held and used to share learning from Dorothy's experiences with practitioners.
- The Leeds Safeguarding Adults Board commissioned multi-agency legal literacy training for a range of practitioners across the partnership. During October 2018 100 people attended across three sessions. This is proposed to be commissioned again in 2019.

- The Leeds Safeguarding Adults Board has commissioned additional multi-agency legal literacy training around domestic violence and abuse and involved three full day sessions during January 2019.
- Mindful of the learning from this review and others, the Leeds Safeguarding Adults Board has provided a series of multi-agency workshops during 2019 to explore issues of professional curiosity and managing difficult conversations.
- ‘Talk to me, hear my voice’ approaches have strongly influenced the culture of the Board’s work going forward, and remains an ambition on the Board’s Strategic Plan.

6.3 Promoting Awareness and good practice

16 Days of Action is an international campaign to challenge violence against women and girls. The campaign runs every year from 25 November, the International Day for the Elimination of Violence against Women, to 10 December, Human Rights Day.

Leeds has a strong tradition of promoting the 16 Days of Action. This year, Leeds Safeguarding Adults Board joined with Safer Leeds, to jointly host the campaign.

Further to the Safeguarding Adults Review highlighted above that involved an older woman, since 2011 there have also been 11 domestic homicide reviews in Leeds involving women over the age of 50; 4 of which were over the age of 60. The national research highlights a range of particular challenges for older people to identify and seek help in relation to the abuse they experience.

For these reasons the focus of the campaign in 2018 was on older people experiencing domestic abuse. The campaign sought to assist organisations to become better equipped to support older victims of domestic abuse.

The campaign included a number of key elements:**Firstly, promoting awareness**

The 16 Days of Action involved seeking the support of organisations, particularly those that worked with older people to host various events such as by holding coffee mornings or briefing sessions to raise awareness and encourage community engagement.

To support organisations, packs were developed that included resources such as a briefing paper, good practice guidelines, information about services available and helpline numbers that could be sent out.

The packs provided included awareness information, such as posters aimed at older people, with the key message “Abuse has no age limit”.

Secondly, developing guidance on early intervention

An Outcome Based Accountability Event was held on the 3rd December 2018 that included representatives from across the city and from statutory, independent and third sector organisations.

The event sought to use the expertise of the partnership to understand the picture in Leeds and reflect on the barriers and challenges in enabling older people to receive support.

The output of the event, to be published in 2019/20 is a set of good reflective practice principles for organisations. These are intended to help organisations to review how they support people to disclose abuse and how they ensure they provide the support and advice that people then need.



6.4 Front Door Safeguarding Hub (FDSH)

The Front Door Safeguarding Hub is an umbrella term which describes the partnership arrangements that a wide range of partners including the Police, Children Social Work Services, NHS partners, Adult Social Care and Multi-Agency Risk Assessment Conferences (MARACs).

A key element of this approach are daily domestic violence meetings (MARAC) which provides for a faster, more co-ordinated and consistent response to domestic violence cases. Key features of the arrangements include, improved information sharing, tasking, and accountability with less duplication in responses.

A strategic review has recently been undertaken during the year, adopting a whole system approach. This has identified a number of recommendations that will be taken forward to improve responses to domestic abuse further.

In addition to the daily meetings the FDSH has responsibility for domestic violence school notifications. Schools are notified of incidents where a child was present so that the school can offer welfare support to a child 24 hours after the incident. Since its implementation there have been over 5,000 notifications to schools.

The FDSH also has responsibility for Clare's Law disclosures, where a perpetrator's history of domestic violence can be disclosed in order for them to make an informed decision whether to remain in the relationship. Following a West Yorkshire Police public campaign there has been an increase in the number of Clare's Law cases discussed.



7. Learn from experience to improve how we work

What we want to achieve for citizens in Leeds:

“I am confident that my feedback and experience will help others.”

Our ambition is for us to improve how we work, based on the experiences of those concerned.

- We will ask people to give us feedback.
- We will learn from people's experiences
- We will put this learning into practice.

7.1 Learning through Safeguarding Adults Reviews

Since April 2015, Safeguarding Adults Boards (SAB) have had a statutory duty to undertake Safeguarding Adults Reviews when:

‘.....an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.

SABs must also arrange a SAR if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect” .

The Care Act 2014 has provided the Board with a statutory basis for continuing with an approach to which it had been committed for a number of years. The purpose of a Safeguarding Adults Review is not to find fault and apportion blame. The purpose of the review is to identify learning that can be used to improve practice for others.

Completed reviews

There have been two completed reviews to report on. The first, concerning the experiences of ‘Dorothy’ in circumstances of domestic abuse is covered in section 6.2.

The other completed review, was a thematic review concerning the lives of three women whose deaths were contributed to by pressure ulcer harm. This was reported as completed in last year’s annual report, but it is now possible to give further information about this review, the learning and subsequent actions taken.

Each of the women had the mental capacity to make decisions in relation to their care, but all were in some way resistant or reluctant to engage in particular interventions that could have reduced their risk of harm.

‘Harm from pressure ulcers is debilitating, hugely painful and even fatal, yet all too often it is avoidable’.

Undertaking this review has enabled the Board to understand how everyday concerns of people about their personal dignity, choice and understanding make the impact of pressure ulcers more serious. It has also helped to understand the approach needed by practitioners to provide opportunities to make a difference in the lives of people they support.

There were four key thematic learning points:

- 1. Person-Centred Practice** – The need for practitioners to see the person and not just their support needs, and to provide support around what is important to them.
- 2. Professional Curiosity** – The need for practitioners to be proactive and to look behind someone's presentation to understand what is important to that person, how they actually are, their motivations, their concerns, and their actual or perceived barriers to support.
- 3. Managing Difficult Conversations** – The need for practitioners to be able manage difficult conversations that help us to see and understand the whole person, and enable people to make informed decisions about risks, harm and their care and support.
- 4. Understanding of pressure ulcers and pressure ulcer care** – The need for all those involved in providing care and support to have an understanding of pressure ulcers and pressure ulcer care so as to be able to be able to identify concerns and exercise professional curiosity.

It was noted that in the period prior to completion of this review, there has been considerable development in practice across agencies in relation to the issues raised within this review. This included the Leeds Safeguarding Adults Board commissioning an independent clinical leader in tissue viability and wound care, Brenda King MBE, in relation to two projects:

- Chairing a half-day workshop involving safeguarding and tissue viability and wound care leads from Leeds Teaching Hospitals NHS Trust and Leeds Community Healthcare NHS Trust, and commissioning leads from the local authority to share and consider the learning from the Review.
- Provision of a half-day training session for the West Yorkshire Police Safeguarding Unit, in relation to avoidable harm from pressure ulcers and clarity around pressure ulcer prevention and care and what would constitute neglect.

These four key learning themes highlight issues and approaches that can provide further opportunities for practitioners to provide support.

The Leeds Safeguarding Adults Board provided a series of multi-agency learning events, aimed at front-line practitioners to share the findings from the Review, and to develop their understanding around professional curiosity and managing difficult conversations.

These workshops, together with those outlined in Section 6.2 have been well received, gaining very positive feedback:

“I was writing down ideas and strategies regarding a case that I’m currently involved in throughout. Great opportunity to reflect and consider how to plan future work”.

“All the information presented today was relevant and useful. The case reviews we discussed gave clarity to questions of professional curiosity and how we have conversations”.

“[I need to] think about how my own feelings about the service user / situations affect the questions I ask”.

“Great training that made me reflect on whether I am doing enough in my role to safeguard others”.

“I like the importance of understanding each situations is different and to not have made assumptions beforehand”.

“Being more aware of information sharing importance. Not to be afraid of asking a difficult question. I like the idea of saying ‘I have to ask everyone this’ as an easier way of asking about domestic violence”.

Ongoing Reviews

The Leeds Safeguarding Adults Board (LSAB) has several ongoing reviews that it plans to report on in next year’s annual report.

1. The LSAB has commissioned a Safeguarding Adults Review concerning an adult who died in circumstances of extreme self-neglect. The person concerned lived with his wife and both had care and support needs. This review is being led by independent reviewers who have extensive knowledge of how to support adults with care and support needs who live in such circumstances.

2. The LSAB is also exercising its powers under S44 Care Act 2014 by undertaking a thematic review of the experience of adults who have died while living street-based lives in Leeds. This review is being undertaken with Safer Leeds, the city's community safety partnership. The purpose of this Thematic Review is to:
 - o understand the experience of those with street-based lives who have died in Leeds between October 2017 and December 2018;
 - o understand how the safeguarding system in its widest sense works for people in those circumstances in Leeds, examining the strengths and areas for development;
 - o identify best practice in Leeds and across the country; and
 - o identify learning for Leeds and propose systemic developments that will help Leeds achieve its ambition of being a compassionate city.

3. The LSAB is also continuing to work with Safer Leeds and the Leeds Safeguarding Children Partnership in undertaking a Joint Statutory Review of the experience of a young man who was eighteen when he died of bronchopneumonia that was caused by three factors: malnutrition, immobility, and infected pressure ulcers. He weighed under six stone (37kg) when he died. His relatives were convicted in 2018 of charges related to his death.

This Joint Statutory Review, is being overseen by the chairs of each partnership. It is being conducted by an independent chair and an independent author and is due to conclude in late 2019.

7.2 Prevention of abuse: 'Call blockers'

The Leeds Safeguarding Adults Board has been working with the Yorkshire Financial Exploitation and Abuse Team (WYFEAT) during 2018/19.

The WYFEAT work to prevent abuse and neglect of adults at risk of financial abuse in Leeds. The Leeds Safeguarding Adults Board has made a contribution of £6000 towards this work, to enable more people to have the safeguards of a call blocker.

A 'call blocker' is a small electronic device that allows a telephone subscriber to block incoming calls from specific telephone numbers. It can be programmed so no-one but registered, trusted people can get through on a person's telephone.

These can be ideal for people who are particularly at risk, such as those with dementia for example, who are often targeted. The device severs a means of contact by scammers and therefore has a significant impact on the person's safety.

7.3 Self-neglect conference

The Leeds Safeguarding Adults Board hosted its first Multi-Agency Self-Neglect Conference in October 2018.

The Board recognises that the substantial impact of self neglect on the lives of people in Leeds and the challenges for practitioners in working to support those at risk.

The Conference provided an opportunity for multi-agency learning, and included an expert legal speaker and Suzy Braye, who is one of the leading authorities on self neglect in the country. The event included workshops provided by a range of partners, including Leeds Community Healthcare Tissue Viability and Diabetic Teams, Leeds & York Mental Health NHS Trust, West Yorkshire Fire & Rescue, Adult Social Care, Housing and Advonet.

The event included approximately 160 participants. A further event is being planned for May 2019; which together with learning from ongoing Safeguarding Adults Reviews (page 35) will enable the Board to develop its strategic approach to working with self-neglect during 2019.



LSAB Self-Neglect Conference, October 2018

8. Going Forward

8.1 Our Plans

During 2019/20 we will continue to work towards achieving our four ambitions for Leeds:

1. Talk to me, hear my voice
2. Improve awareness of safeguarding across all our communities.
3. Improve our responses to domestic violence and abuse.
4. Learn from experience to improve how we work.

This will include a range objectives for the year ahead, including:

- Establishing Talk to me, hear my voice Citizen Ambassadors to promote best practice
- Develop new citizen-led films to support best practice
- Produce a new Board Constitution to reflect our new citizen-led approach

- Establish new network events to share good practice and developments in safeguarding.
- Develop safeguarding practice guidance for responding to domestic abuse when the person at risk has care and support needs
- Undertake and share learning from Safeguarding Adults Reviews (SARs)
- Develop new quality assurance frameworks for safeguarding adults
- Establish a new safeguarding organisational self-assessment tool.

Our Strategic Plan for 2016/20w, together with our Annual Plan for 2019/20 is available to read in full on the Board's website:

www.leedssafeguardingadults.org.uk

9. Appendix: Board Member Organisations

Member Organisations:

Leeds City Council:
Adults & Health, Adult Social Care

Leeds City Council:
Adults & Health, Integrated Commissioning

West Yorkshire Police

Leeds Clinical Commissioning Group (CCG)

Leeds Teaching Hospital NHS Trust

Leeds and York Partnership NHS Foundation Trust

Leeds Community Healthcare NHS Trust

Healthwatch Leeds

West Yorkshire Fire & Rescue Service

Leeds City Council: Housing

Leeds City Council: Children and Families

National Probation Service

West Yorkshire Community Rehabilitation
Company

Advonet

The Alliance of Service Experts

HMP Leeds & Wealstun



Leeds Safeguarding
Adults Board

To report a safeguarding concern or seek advice:

- **Contact Adult Social Care: Tel. 0113 222 4401**
- **Out of hours: Tel. 07712 106 378**

To report a crime:

- **In an emergency, contact the police: Tel. 999**
- **If the person is not in danger now, contact the police: Tel. 101**

