

Kingston Safeguarding Adults Board



Annual Report 2018-2019



Introduction from the Chair

I am pleased to be able to present the Annual Report for the Royal Borough of Kingston's Safeguarding Adults Board (KSAB). This will be my last Annual Report as my term of office concludes. As I am writing this report, I am delighted to report and to introduce Richard Neville who is taking over from me on an interim basis until a permanent Independent Chair is appointed later in 2019.

Despite the many staffing changes in the last year, safeguarding in Kingston and its partnership has continued to develop and improve. Contributions from partners are included in the report and there is considerable evidence of how organisations can deliver improved services through working together more efficiently.

I am delighted that The Board's Community Reference Group, delivered in partnership with Kingston Healthwatch is up and running. This has been a particular focus for me; as learning from people who use our services supports continuous improvement.

This year the Board has been busy commissioning and working on several Safeguarding Adults Reviews (SARs). These are required by law when a person has died and where it is deemed that there may have been failures from a number of organisations. The purpose of a SAR is to learn, apply that learning and use it to ensure that there is no similar failure in the future. We published two SARs within 2018/2019; a synopsis of the 2 SARs is detailed below and they are also published on the Board's new website.

We finally have a new website for the Board and this is the result of some hard work by the Communications Sub Group of the Board. The Communications sub-group and Training sub-group have worked incredibly hard and decided in the year that it would be better if they merged, not only as one-sub-group, but also with similar groups which serve the Board in Richmond & Wandsworth. This will happen in this next year and provides the opportunity for greater efficiency, skill-sharing and a better use of resources to protect people with care and support needs from neglect, abuse and harm across the 3 boroughs.

As a Board we had the opportunity to learn from personal safeguarding stories, presented during the year and these have had considerable impact for partners to learn across organisations and also to consider how partnerships can be more effective in their safeguarding duties.

Finally, I would like to thank the Royal Borough of Kingston for giving me the opportunity to lead such an effective partnership over the last 4 years and I know the Board will continue to develop and deliver under new leadership

**Siân Walker - Independent Chair
Kingston Safeguarding Adults Board
2015 to 2019**



KSAB Sub-Groups

Safeguarding Adults Review (SAR) Sub-Group

This sub group considers all cases where there has been a death or serious incident in the borough, of an adult with care and support needs, where a failure or possible failure to work together to promote the safety and prevent neglect, abuse or harm to an individual has been identified. The Group recommends to the Independent Chair whether the criteria are met for conducting an independent Safeguarding Adult Review (or SAR). In this last year, work has been undertaken on 2 SARs, written by independent authors and these are now published on the Board's website.

SARs are written to provide learning for all organisations which provide support to adults with care and support needs; they are not about apportioning blame to individuals or agencies. The Board takes SARs very seriously and continues to have oversight on the recommendations, expecting feedback from agencies on what they have done to ensure that any mistakes are not repeated and that all staff learn from the Review.

SAR SU was where a vulnerable person receiving care and support at home died after a fire at his home.

SAR Mr E was written where a gentleman was discharged from hospital and where there was a failure of communication to the people in his community nursing team; he died a few days after leaving hospital. The SAR explored the wider issues of who was coordinating his care and how agencies might better work together

Both SARs are published on the KSAB website. The group is working on 2 more SARs in this coming year.

Training Sub-Group

The Training Sub Group has continued to work closely with the Communications Sub Group in the roll out of community awareness sessions within the Borough. An information leaflet was developed for practitioners on the subject of 'Matricide and Patricide' following learning taken from a Kingston Domestic Homicide Review. The Group has also considered the implication of the 2018 Best Practice Document which sets the requirements for safeguarding training within the health sector.

Communications Sub Group

In 2018/2019 the Communications Sub Group continued its focus on getting safeguarding messages out to the local community. We continue to work with our community volunteer groups and have recently been joined by the Director for Kingston Voluntary Action whose knowledge and experience is welcomed.

Data gathered by the local authority on adult safeguarding referrals and types of abuse shows that a high proportion of referrals are for older women and when we look at types of abuse one of the highest referral rates is for financial abuse. As a result of these findings, the group continues to work closely with local organisations and service providers who have a particular focus on this group of people.

An effective training event was delivered to local GP's about scams and financial abuse, which will also be delivered to the local population. The Board was presented with information and learning from the most recent Domestic Homicide Reviews and an action from these reviews was to support learning, arising from the findings. A leaflet on Matricide and Patricide can be found on the KSAB website.

The KSAB website is now functional, showcasing the work of the Board and detailing Board membership. This is also accessible to the general public. Both this Group and the Training sub-group have worked closely with neighbouring boroughs as there is synergy across the Safeguarding Boards and the work the sub-groups can deliver. Next year, (already agreed by the Board in 18/19), the Sub Groups join forces with Richmond & Wandsworth, to share good practice and ideas and to ensure more efficient use of all partners' time.

Annual Conference 2018

"Hoarding & Self-Neglect"

The Adult Safeguarding Conference in 2018 covered Hoarding and Self-Neglect. The keynote speakers were Jo Cooke, Director, Hoarding Disorders UK. She is the author of the book "Understanding Hoarding" and also runs a professional decluttering business (Tapioca Tidy). Jo was accompanied by Lyn Howells who experiences hoarding behaviour and deals with this on a daily basis. Lyn spoke of her personal challenges and how she is slowly managing to clear items from her home.

The conference covered the definition of a hoarding disorder which is when a person is unable to use the rooms in their home for their intended purpose. Some of the triggers for hoarding are abuse, bereavement, depression, long term illness, chronic disorganisation to name but a few. The conference was well attended by Social Workers, Support Co-ordinators and representatives from Housing, Your Healthcare, London Fire Brigade, South West London & St. George's Mental Health Trust, and Achieving for Children, and KCIL.

The Board has a Hoarding & Self Neglect protocol, for use by professionals and this is on the website.

Audit Challenge 2018

The Kingston Safeguarding Adults Board in its role to seek assurance about the quality of safeguarding activity across all partner organisations undertakes an annual audit with all partners. This 'Audit Challenge Event' takes place in the months following the end of the financial year and for 2018 took place in June and discussed the improvements that have been made. An additional audit challenge event was held on 12th July 2018 to ensure that all partners had the opportunity to contribute.

The Safeguarding Adults at Risk Audit Tool has been developed by the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS) in conjunction with NHS England. It reflects statutory guidance and best practice. The KSAB was pleased to note the high levels of assurance identified across the local Kingston partnerships in health and social care.

Several partners reported improvements in the previous year in 'Making Safeguarding Personal' and information sharing arrangements. There was improved representation from partners at the KSAB.

The KSAB uses the outcomes of the annual audit to influence the coming year's priorities and therefore the Audit conducted in the last year (2017/18) influenced the priorities for the Board for 2018/19. These are set out below.

Business Plan 2018-2019 Priorities

At the Board's business planning day in 2018 we agreed that the following priorities should be included for delivery in the year:

- Wider strategic engagement across all partners
- Continuation of the successful Peer Audit process to seek assurance on partners' approaches to safeguarding
- Improve cooperation cross across the SWL Boards
- Set up a Community Reference Group and wider participation of the voluntary and community sector with the Board
- Deliver on SAR's and share learning
- Review delivery of MSP and identify gaps
- Improve and analyse data across a number of boroughs
- Continue work with GP's to improve understanding
- Ensure that we check the impact of financial challenges on safeguarding
- Improving the numbers of Best Interest Assessors
- Improving practice and compliance on the Mental Capacity Act
- Assurance of well-trained frontline staff in partner organisations
- More work on Modern Slavery, Human Trafficking & Suicide and Self Harm
- Improved links with Housing

The Board has delivered on all its priorities. There is vastly improved strategic engagement across partners and where every organisation has to make considerable savings; the Board has facilitated better engagement, with less duplication of effort through joining and working across borough boundaries and across partners.

This Annual Report sets out how we have achieved most of our priorities.

We have also benefitted from a strategic Housing representative now attending the Board meetings.

The one area which will need continued development in the forthcoming year and where the KSAB has already started some work, is the issue of modern day slavery and human trafficking. Important here is increasing awareness amongst our citizens and the Board's website can be used successfully in this endeavour together with training and development for staff across all organisations

Partner Key Achievements 2018/19

Royal Borough of Kingston Adult Social Care

- Organised and facilitated the successful annual Adult Safeguarding conference on 'Hoarding and Self-Neglect' which was well attended by Adult Social Care staff and partner organisations.
- Worked with housing colleagues and partners from the Mental Health Trust to deliver a new Hospital Discharge Protocol to assist vulnerable people being discharged from hospital with housing needs.
- Within this last year, the number of in-house trained Best Interest Assessors (BIAs) has increased to 33. There are a number of external BIAs, 7 in total, still utilised for some referrals.

Metropolitan Police Service

- 2018 saw the creation/implementation of the South West Basic Command Unit (BCU) which merged police services in 4 boroughs (Kingston, Merton, Richmond & Wandsworth) and now enables one Safeguarding response. As a result the Police Safeguarding teams now have more officers, skills and experience to respond to all safeguarding concerns.
- 2018 also saw the creation of a bespoke Safeguarding Hub with dedicated teams for Missing Persons, Multi Agency Risk Assessment (MARAC), supporting people with Mental Health needs – bringing together specialist officers to give a holistic service and engage with partners at a strategic level to problem solve different safeguarding concerns.
- MARAC continues with a dedicated sergeant managing the risk posed to the most vulnerable in our community – including proactive operations to identify/prevent cuckooing & hoarding.

Your Healthcare (YHC)

- Increasing joint work across child and adult safeguarding within YHC has led to a cohesive safeguarding team. This in turn better equips staff to respond to safeguarding concerns and gain the support and advise they need to support and protect vulnerable adults from harm, neglect and abuse.
- Putting into practice learning from Serious Adult Reviews; YHC has co-ordinated multi-agency approaches to working with service users who refuse essential care and treatment. This has focused on joint risk assessment and risk mitigation.
- Following a Domestic Homicide Review (DHR), and the KSAB action to increase awareness around matricide and patricide; YHC took the lead in writing an information sheet on the subject which is now being shared across the South West London sector.
- YHC has worked proactively with other safeguarding partner organisations and provided training for the London Fire Brigade (LFB) on communicating with people who have dementia. We have repeated this training throughout the year for the LFB watches in Kingston and it has been well received.

London Community Rehabilitation Company (CRC)

- The CRC working in one Kingston & Richmond team is supported by a multi skilled team of staff. The team is again a proactive partner on the Kingston Safeguarding Adults Board and has a focus on safeguarding planned for next year within the service.
- The London-wide CRC has recently implemented a new IT system which better-supports offender managers to undertake comprehensive risk assessments (including identifying concerns about vulnerable adults) and work with service users to formulate strengths-based and robust risk management plans.

- Renewed focus on Quality: London CRC have also further developed its Quality Practice Standards for offender managers to identify and manage safeguarding concerns. Case audits are regularly completed, staff are supported through ongoing internal and external learning and development opportunities, and multi-agency working is practiced and encouraged at the operational and strategic levels.

London Fire Brigade (LFB)

- LFB Firefighters have continued with the Home Fire Safety Visit Community Fire Safety initiative. 1,237 of these visits were carried out in Kingston with 80% of visits being carried out for Kingston's most vulnerable residents. Partnership work with Your Healthcare nurses providing fire crews with additional knowledge on how to communicate home fire safety information to residents living with dementia, has been of great benefit.
- Partnership working has been high on the agenda for LFB with closer working relationships being developed with the Borough's Domestic & Sexual Violence Team. This will ensure a secure referral pathway is used to provide survivors of domestic violence and their families home fire safety advice. In addition, LFB have facilitated training on fire safety for Carers and District Nurses as well as housing workers, highlighting in particular fire hazards they should look for when entering people's homes.
- LFB have continued to make hoarding a high priority within the borough. Kingston Fire Officers have attended hoarding conferences, investigated best practice across London boroughs, and lobbied for a Hoarding & Neglect Panel. Fire Officers have used the Community MARAC to create a multi-agency approach to assist people with hoarding. This work is ongoing and will continue throughout 2019/20.

South West London & St. George's Mental Health NHS Trust

- The Trust has been pleased to continue the bi-annual tele-conference with the Safeguarding Adult Board Independent Chairs. It reinforces the Trust's excellent relationship with the Safeguarding Adults Boards, with open and honest approach by all involved and provides good evidence of high quality inter-agency collaboration.
- The Trust has developed two major quality improvement initiatives; both are 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. Both projects are firmly based on the principles of co-production with robust methodologies to monitor their effectiveness. The people who use our services are very directly involved in these important service developments.
- A new Safeguarding Hub has been established and it provides all staff with even easier access to our highly skilled and knowledgeable safeguarding team. There is also a new Borough Based forum that makes sure that both the Trust services and the local borough are fully aware of each other's new developments, priorities, and safeguarding activities.

Kingston Healthwatch

- Healthwatch in Kingston has worked closely with the Board to establish a Community Reference Group with plans to bring the model to a wider audience. This group enables the Board to ensure that people who use safeguarding services have the opportunity to feedback and to comment on how services can be improved.
- Healthwatch has gathered significant intelligence from stakeholder stories which is used to improve services.
- Good feedback mechanisms established with Adult Safeguarding Managers now ensure that Healthwatch is able to bring attention to issues and monitor responses

National Probation Service (NPS)

- The NPS (London-wide) continues to work in a multi-agency way and will discuss the most risky and complex cases at a multi-agency panel. All staff have gone through enhanced vetting to ensure that we can be provided with the most up to date and secure information to protect vulnerable victims and the public.
- NPS has increased its expectation on training for staff. Safeguarding training is mandatory and forms part of the appraisal system. This ensures that all staff understand their duties when applying safeguarding procedures and there is an expectation that this is updated regularly.
- The NPS Head of Public Protection is the appointed Adult Safeguarding lead for London. As a member of the London Safeguarding Adult Board, regular updates are given to the senior leadership team on developments related to adult safeguarding which are then being disseminated to staff.

Kingston Hospital NHS Foundation Trust

- The Care Quality Commission (CQC) visited and inspected the Trust in May and June 2018 and rated safeguarding as Good. The inspection team found that there were good safeguarding systems, processes and practices in place to keep people safe, and these were well communicated to staff. Staff understood how to protect patients from abuse and had training on how to recognise and report abuse and they knew how to apply it.
- A case study developed by the Trust highlighting the need for improved multi agency working on supporting victims of modern slavery has been shared nationally with the network of Independent SAB Chairs. The Trust was commended for its good practice in supporting the victim.
- The Safeguarding Adults Team have designed and built a new intranet page dedicated to Safeguarding Adults

& the Mental Capacity Act. This now provides an easy central reference point for Trust Staff on all issues related to Safeguarding and the MCA and can be accessed anywhere in the Trust 24 hours a day.

Kingston Clinical Commissioning Group (CCG)

- Kingston safeguarding adults team has been working jointly with safeguarding leads from South West London CCG's to improve efficiency and develop smarter ways of working. The team have been working with partner agencies and commissioned services to review the way in which these services provide assurance on the reporting of their safeguarding data. The safeguarding leads have developed and implemented a new standardised reporting tool that encompasses both qualitative and quantitative data.
- The CCG provided bespoke training on the Mental Capacity Act and Deprivation of Liberty safeguards for all GP practices across Kingston. Nine sessions were held throughout the year which were attended by 99% of GP practices. Follow up from the training included policy and procedure update as well as provision of a toolkit for GP's to use when working with people who need support in making mental capacity decisions.
- The safeguarding adult's team have worked closely with colleagues from the SWL Strategic Transformation Partnership to support and lead on aspects of the Learning Disability Mortality programme (LeDeR Review) locally. The SWL sector and KCCG have achieved their key performance indicator targets completing reviews within the required timescales and using the information from reviews to promote best practice and learning when supporting people with a learning disability.

