



Durham Safeguarding Adults Partnership

Annual Report 2021 to 2022

Presented to Adults, Wellbeing and Health
Overview and Scrutiny Committee

16th January 2023



Purpose

To present to the Adults, Wellbeing and Overview Scrutiny committee the Annual Report for 2021/2022 of the Durham Safeguarding Adults Partnership.

To present the accompanying suite of documents, Report on a Page and Easy Read.

DSAP Annual Report 1 April 2021 to 31 March 2022

Professional and community engagement

The voice of professionals practitioners and volunteers

Safeguarding Week 2021: What you told us

Extremely informative, there was a lot of information and very complex cases which really made you think. Really enjoyed the session

Watch on YouTube

Durham Safeguarding Adults Partnership

The screenshot shows a YouTube video player interface. At the top, it says 'DSAP Annual Report 1 April 2021 to 31 March 2022'. The video title is 'Professional and community engagement'. Below the title, there are three circular images: a woman giving a thumbs up, a woman working at a laptop, and a woman smiling. A quote bubble contains the text: 'Extremely informative, there was a lot of information and very complex cases which really made you think. Really enjoyed the session'. At the bottom left, it says 'Watch on YouTube' and at the bottom right is the 'Durham Safeguarding Adults Partnership' logo.





The Care Act 2014

The Care Act 2014 outlines the requirement upon Safeguarding Adults Boards (SABs) to publish an annual report.

The report should offer a level of assurance of the partnership's activity throughout 2021-2022.



Care Act 2014

CHAPTER 23

Explanatory Notes have been produced to assist in the understanding of this Act and are available separately



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Our vision:

We will support adults at risk of harm to prevent abuse happening. When it does occur, we will act swiftly to achieve good outcomes and we will consult with the Local Healthwatch as a source of support to inform DSAP activity



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Safeguarding Adults Reviews



Under the Care Act 2014, the Partnership should undertake Safeguarding Adult Reviews (SARs) when certain criteria is met, for example, an adult with care and support needs has either died or has been seriously harmed, and there are concerns about how partners worked together to protect the adult



SARs give a focus upon what can be learnt about improving practice, what worked well, and about cooperation between organisations. SARs are not about blaming any individual or organisation



4 SARs were reported to the partnership during 2021/22

3 SARs were completed with ongoing reporting to the partnership into 2022/2023 and 1 SAR nearing completion at year end



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Safeguarding Adults Reviews

All actions from SARs are monitored by a local panel of partner agencies for emerging themes and progress

Examples of themes include, working with adults reluctant to engage, application of the Mental Capacity Act and effective Risk Assessment

Responses to emerged themes included DSAP key events for practitioners during safeguarding week 2021/2022, dedicated sessions for partners and a range of practitioner briefings, newsletters and e-bulletins.

Proper use and application of the Mental Capacity Act 2005 and a 'what good looks like' suite of resources.

A range of practitioner briefings as well as training on Closed/Toxic Cultures to be delivered by the Independent Chair.



Durham Safeguarding Adults Partnership

Practitioner Newflash – Professional Curiosity



What
Professional curiosity is about having the capacity, communication and understanding to find out what is really happening with an individual, their environment, and their day to day life. The adults who are most at risk are often the least able to tell someone about abuse and neglect. But someone's behaviour, presentation, or their aside comments may...

Why
Safeguarding Adult organisations can't...

Key Messages

- April 2020 – **Coro**
- Safeguarding a...
- Employers mus...
- August 2021 – **Co**
- may lack the relev...
- safeguards provide
- Withdrawing the...
- email DO.S@durham.gov.uk

Practice Points

- SARs have fou...
- have been red...
- beware of the b...
- In a busy round...
- something that...
- The 'little thing...
- being dressed
- During Covid-19...
- community hav...
- If someone is r...

Closed Cultures and safeguarding adults



1 order to learn how
d how we currently work.

Why this topic?

Organisational abuse is one of the 10 types and patterns of abuse and neglect? Illustrated by the Care and Support Statutory Guidance:



"neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation."

The combination of structure, policies, processes and practice that can result in organisational abuse has been identified as a closed culture.

- The Care Quality Commission (CQC) has published guidance to enable staff to recognise a closed culture and to flag the warning signs that there is the risk of a closed culture developing.
- It highlights the need for professional curiosity, and being better at understanding, hearing from and 'seeing' adults who are placed in high-risk settings or who are isolated.

Care Quality Commission definition of a closed culture

- 'a poor culture that can lead to harm, including human rights breaches such as abuse'
- In these services, people are more likely to be at risk of deliberate or unintentional harm
- Any service that delivers care can have a closed culture.

How do we know about closed cultures?

- Reviews and inquiries from Mid Staffordshire Hospital NHS Foundation Trust Public Inquiry, led by Robert Francis QC published in 2013, to the Safeguarding Adult Review (SAR) about the deaths of Joanna, 'Jon' & Ben of Cawston Park Hospital, published in September 2021.
- Undercover documentaries, from 2010 Winterbourne View to the 2019 Whorlton Hall exposé.

The Francis report of the Mid Staffordshire Inquiry said:

"A closed culture is a poor culture in a health or care service that increases the risk of harm. This includes abuse and human rights breaches. The development of closed cultures can be deliberate or unintentional – either way it can cause unacceptable harm to a person and their loved ones."

What can happen in a closed culture?

The shift from caring to closed culture may begin in nuanced routine ways, for example

- less focus on making sure people can access their family and have privacy
- the care given takes little account of the individual's needs and personality
- health conditions may not be recognised because the person's behaviour is seen as a result of their dementia or learning disability
- decisions are made without using the Mental Capacity Act appropriately
- people's personal distress is not dealt with nor is any discrimination or trauma from being admitted
- care may be arranged that that leads to disproportionate and unnecessary infringements on the person's liberty
- record keeping is not accurate or detailed enough.





Professional and community engagement

Safeguarding Week 2021

259 attendances

23 online live sessions delivered and launch of new animation 'tricky friends'

11 resources webinars and briefings shared

TRICKY FRIENDS



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Professional and community engagement

How we promoted messages

We monitored our website which had **39,487** website visits

There were **1,227** visits to the 'report abuse' webpage

3rd – 9th May 2021 Durham Safeguarding Adults Partnership

Deaf Awareness Week
Coming Through it Together

Deaf Awareness Week aims to promote the positive aspects of deafness, promote social inclusion and raise awareness of the huge range of local organisations that support deaf people and their family and friends.

DAW 2021 will focus on 'coming through it together'

Preventing the risk of abuse
It is important to Durham SA people have information if they are harmed. Partners support people who are left at risk of abuse and communicate with them, or if they are in the UK one in six people are Deaf. Deafness, particularly in connect vulnerability that people may experience. Removing barriers to communication adults principles:

- It is better to take action before abuse and neglect do occur, adult and making what they want to DSAF posters and cards
- Leaflets and posters - Durham Safeguarding Adults Partnership
- From Durham Safeguarding Adults Partnership

Deafness is a broad spectrum. Individual-hearing (holl), and so asking the range of terms they prefer to describe. "Deaf with a capital D" marks out such as British Sign Language (BSL) a first language, written English is Many older people who are hard of hearing.

DSAP Newsletter
October 2021

Durham Safeguarding Adults Partnership

Welcome to the Fourteenth edition of the Durham Safeguarding Adults Partnership's Newsletter.

The local safeguarding adults boards is a multi-agency, multi-disciplinary partnership with responsibility for monitoring the effectiveness of the arrangements to safeguard adults at risk of abuse. Click on our logo above for more info.

News from Durham
Safeguarding Adults Partnership

New Safeguarding Adults online courses to March 2022
New dates for our training courses can be accessed using the links below.

NEW Roles and Responsibilities

How to use legal vulnerable dependent

Working with change resistant children

Alcohol Change: How to The Blue Light Manual

29th March – 4th April 2021 Durham Safeguarding Adults Partnership

World Autism Awareness Week
National Autistic Society for help to raise awareness

What is autism?
Over 100 people are on the autism spectrum and there are around 700,000 autistic people.

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The Mental Capacity Act and safeguarding adults: what good looks like. Capacity assessment process

When you've met one person who has autism, you've met one person with autism. Autism is many things but at its simplest it is a spectrum condition, meaning that we are also very individual in their areas of their person who has autism, you've met one person with autism.

The greatest discomfort for autistic people can be the social one. For me, I was confused by the way people behaved." - Chris Fookson, CBE and National Autistic Society.

Here are some resources to help raise awareness:

- Light It Up Blue: wear blue and have your acceptance for people with autism.
- World Autism Acceptance Week: The North East Autism Society is celebrating the week to World Autism Acceptance Week 4-10th April.
- The Oliver McGowan Mandatory Training: Mandatory training for staff and service users working with people with learning disabilities and autism is available on-line.
- Think Autism in County Durham: Think Autism in County Durham and Adult 2018 (17-2020) case services and opportunities.
- Think Autism in County Durham: Sunderland People First

All about the Mental Capacity Act 2005 (MCA) and safeguarding adults in a bitesize series: more coming soon.
Click on a topic to go straight there.

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Professional and community engagement

How we promoted messages

In March 2021 the Association of Directors for Adult Social Services North East (ADASS NE) supported a regional radio campaign focussed on

financial abuse

psychological abuse

physical abuse

designed to reach people who may not use or have access to social media; this continued into April 2021



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Strategic plan and priorities

Multi-agency training

During the year our multi-agency training programme was converted to online delivery

26 core multi-agency courses were delivered, and **289** places were taken up (some participants attend more than one course)

We awarded **818** certificates to people who completed the Raising a Concern Workbook and passed the assessment



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Quality assurance and the Safeguarding Adults Collection data

Reported safeguarding adults concerns and safeguarding enquiries

2019/20, **12,708** Safeguarding concerns
(an average of 244 per week)

2020/21, **9,502** Safeguarding concerns
(an average of 182 per week)

2021/22, **9,431** Safeguarding concerns
(an average of 181 per week)



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Making Safeguarding Personal

When adults are at risk or experiencing abuse or neglect Durham County Council Adult and Health Services may trigger the duty to undertake a safeguarding enquiry (Section 42 of the Care Act 2014)

There is an emphasis upon the 'voice of adults'. People are asked 'what they would like to happen'

93 per cent (1420/1525 concluded enquiries) had their outcomes fully (75 per cent) or partially (18 per cent) met.



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Looking ahead

Partnership Focus

The Partnership will continue to focus on priorities of raising awareness and improving practice particularly in relation to learning from SARs, especially the application of the Mental Capacity Act

Ongoing work in relation to self-neglect, professional curiosity and closed/toxic organisational cultures will continue into 2022/2023.



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Looking ahead

Ongoing SARs

There was an ongoing complex Safeguarding Adults Review into Whorlton Hall nearing completion 2021/2022. The partnership agreed to publish the Executive Summary in 2022 and following usual process and legal considerations.

The review findings place a lens on national learning. The DSAP will collectively explore the findings from that review early in 2023 and take forward any local activity.



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Looking ahead

We will continue to engage with adults in the future

Making Safeguarding Personal ensures that adults are central in safeguarding adults

We will strengthen community related activities
Our aim is to support all client groups to be 'empowered' to report abuse and neglect



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What practitioners told us



“

Extremely informative, there was a lot of information and very complex cases which really made you think. Really enjoyed the session

”

“

I think I need to do a lot more research into **Useful tools and checklists** of **practitioners** **team** **up to speed**. Linkage between under 18s and over 18s

”



Durham Safeguarding Adults Partnership

The voice of the adult and the difference made

People being supported and encouraged to make their own decisions and informed consent

Illustrating the Empowerment Principle and Making Safeguarding Personal, supporting the adult to be in control. Identifying details have been changed

Peter is 73, living in his own home, alone after his wife died 7 years ago. Peter has some difficulties due to a stroke



The voice of the adult and the difference made

“I think I’ve been easily led, I sent money believing I was helping a friend”.

“I don’t have to worry about moving to Birmingham to live with Julie and what I’d do with all my stuff. It’s been on my mind ever since I visited Julie and she asked me to move. I feel a great sense of relief now I’ve taken control of the situation”





You can view the full suite of reports
at
[About us - Durham Safeguarding Adults
\(safeguardingdurhamadults.info\)](https://safeguardingdurhamadults.info)



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