



County Durham
SAFEGUARDING ADULTS
INTER-AGENCY PARTNERSHIP

Business Plan 2014/2015

Business Plan 2014/2015

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1. Introduction

This is the seventh business plan produced by the County Durham Safeguarding Adults Board. From next year the production of this document will be a statutory requirement once the Care Act is enacted. This Business Plan sets out the key priorities for the Safeguarding Adults Board for 2014/2015. It reflects the core business of the Board and its thematic Sub Groups and for the first time the actions are grouped under the Safeguarding Adults principles as set out in the Statement of Government Policy on Adult Safeguarding. This plan is a progressive document, therefore the progress identified within will continue to develop. The Safeguarding Adults Board will be presented with quarterly update reports via its Sub Groups and with an Annual Report to Cabinet.

SAFEGUARDING ADULTS BOARD TERMS OF REFERENCE

VISION

Our vision is that agencies that support people at risk of harm are able to prevent abuse happening, act swiftly when it does happen and are competent in achieving good outcomes for people.

Durham residents are able to live a life free from harm, where communities:

- Have a culture that does not tolerate abuse;
- Work together to prevent abuse; and
- Know what to do when abuse happens.

Membership

Its membership includes statutory and independent agencies engaged in work with vulnerable adults. All partners to the Safeguarding Adults Board are committed to the joint procedures for operational safeguarding activity, performance management, training, communications and safeguarding policies. This is in recognition that inter-agency collaboration will be the most effective way to assure sound safeguarding practice.

The Purpose of the Safeguarding Adults Board is:

To protect those adults who are at risk of abuse (as defined in No Secrets (DH 2000) guidance); the Board also has a key role in promoting the wider agenda so that safeguarding is everyone's business.

The Durham Safeguarding Adults Board (SAB) has overall responsibility for co-ordinating adult safeguarding matters and ensuring that partner agencies carry out safeguarding adults' responsibilities.

The Board has sub-groups covering training and communications, performance and quality and policy and practice. The work of the Board is reviewed annually in the [Safeguarding Adults Board Annual Review](#).

BOARD PRIORITIES

Strategic Partnerships

There is partnership commitment to collaborative leadership with shared values, aims and objectives of Safeguarding Adults in Durham that provides people with expertise across the council and with its partners. Integrated and supportive working practice with demonstrative accountability to the Board.

Safeguarding Practice

Practice will reflect the strategic objectives to deliver an accessible, responsive quality service to people at risk, focusing on the outcomes that they want.

Policy and Procedures

The Board and its sub-groups (Training and Communications, Performance and Quality, Policy and Practice) will be responsible for developing, updating and implementing safeguarding policies and procedures across County Durham. In doing so they will ensure that the following key themes are embedded into Safeguarding practices:

a) Empowerment

Effective personalised responses to adults abused in any setting or at risk of suffering harm including in the context of Domestic Abuse or as a consequence of the impact of substance misuse.

Discussing expectations, methods of communication, what a good outcome would look like.

b) Prevention

Support people to recognise and report signs of abuse and take action to prevent abuse occurring.

Ensuring the public, users and carers have information about who to contact should they have a concern about an adult at risk, as defined by the inter-agency policy and procedures.

Developing multi-agency safeguarding adults training and reviewing it to ensure that it continues to meet local needs and develops participants' awareness of professional and personal responsibilities in respect of safeguarding adults at risk of abuse and neglect.

Putting in place appropriate recruitment, selection arrangements, complaints and HR processes in line with statutory requirements / good practice.

c) Protection

Effective methods of assessing and managing risk

Accountable safeguarding processes that are open and transparent

Monitoring safeguarding policy and practice and advising on ways to improve.

d) Proportionality

Developing and evaluating thresholds and procedures to ensure proportionate responses

Monitoring effectiveness of what is done to safeguard and promote the wellbeing of adults where there is reasonable suspicion that abuse has occurred.

BOARD strategic direction on Mental Capacity Act requirements in relation to safeguarding adults at risk.

e) Partnership

Well co-ordinated partnership arrangements.

Effective interfaces between services and co-operation with neighbouring Local Authorities / BOARD partners across county boundaries.

f) Accountability

Collaborative leadership, supporting, integrating and holding people to account.

Quality assurance processes e.g. questionnaires, audits, practice officer visits announced / unannounced, commissioning services visits announced / unannounced.

2. Business Plan Schedule

This plan will be regularly reviewed by the Safeguarding Adults Board thematic Sub Groups.

A formal status review of actions for the forthcoming year will take place in June 2014 by the respective Sub Groups before it is ratified by the Board in July 2014. The new format for the Business Plan will be reviewed in January 2015 to ensure that it is fit for purpose and compliant with direction in the Care Act 2014. Final progress reports will be presented to the Sub Groups in March 2015 for sign off and a report will be presented to the Safeguarding Adults Board in April 2015 containing a final progress

report of the 2014/15 Business Plan. Key members will give a presentation to the Board of the contribution their organisation has made over the previous year towards safeguarding adults.

Timetable

	Completion of 13-14 Plan Mar 14	SAB sign off Apr 14	Review by SGs Jun 14	Final SAB approval of 14-15 Plan July 14	Final Review by SGs Dec 14	Progress Reports/ New Plan Mar 15	SAB sign off Apr 15
Performance & Quality	✓	✓	✓	✓			
Policy & Practice	✓	✓	✓	✓			
Training & Communication	✓	✓	✓	✓			

3. Key Priorities

KP1 - Policy and Practice -

Ensure compliance following the implementation of the Care Act 2014.

KP2 - Performance & Quality -

Closely monitor increase in referral rates for DOLS and Associated impact on resources.

KP3 - Training & Communications –

Develop awareness material for vulnerable adults regarding protecting themselves from sexual abuse.

Outcomes

The focus of safeguarding adults should be on outcomes for the individual rather than the process. The Board is committed to embedding a person-centred outcomes approach to the work, with the focus on the individual defining the outcomes they want for themselves. The Board is committed to achieving the following outcomes:

- Increase awareness of the issue of adult abuse
- Ensure staff from all agencies are aware of their responsibilities in respect of safeguarding adults and have received the appropriate training to enable them to fulfil those responsibilities

- Ensure service users are aware of safe recruitment approaches as part of the personalisation agenda
- Improve support services to those who have experienced abuse
- Improve access to the full range of criminal justice solutions

Association of Directors of Adult Social Services (ADASS)

The County Durham Safeguarding Adults Board plays an active role in the North East ADASS group

The role of North East ADASS is to:-

Develop and support the implementation of best practice in adult safeguarding across the 12 local authorities in the North East region by:-

- Supporting the implementation of national and regional policy and best practice in adult safeguarding
- Developing advice and guidance locally in response to new national directives, significant incidents or Serious Case Reviews and to other substantive learning experiences, such as outcomes of Peer Reviews
- Contributing to consultations and helping to improve safeguarding standards through involvement in the national ADASS safeguarding group
- Working with other key stakeholders such as service users and carers and agencies like the police, health organisations, CQC, children's safeguarding and Community Safety to build on and improve effective multi-agency partnership action.

4. Business Plan Actions Update for 2014/15

A) Empowerment Outcome				
1. To support and involve all 'Adults at Risk' of abuse and neglect to ensure that decisions are in their best interests. (TOR 3.4, 3.5)				
Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
A1 To develop and maintain a structured approach to support adults at risk and involve them to ensure that decisions are in their best interests	Audits Half yearly survey responses Quarterly performance report DCC satisfaction survey	SSID audit completed Audit analysis Increase survey responses Lead Officers performance	Ongoing July 2014	DCC Practice Development Officer Performance Sub Group
	Response to Winterbourne View and Mid Staffs enquiries Increase MCA assessments	MCA training commenced and assessments audited	March 2015	CDDFT Training and Communications – Lead Nurse for Safeguarding
	BCS for Durham 2014 Police Satisfaction Surveys	Demonstrates more people feel safer	June – December / ongoing	Police Performance Sub Group

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
A2 To Improve Person Centred Safeguarding	<p>Policies and procedures reflect TOR principles To seek service user / carer expectations Safeguarding Audit identifies people are asked about expectations Qualitative feedback from survey responses Briefing reminding safeguarding lead to provide information leaflets – easy read and plain; and To use feedback to update policy and practice Compliance with the Care Act 2014 Incorporate specific victim outcome measures in the Safeguarding Adults module of SSID</p>	<p>Policies and procedures in the process of update. Survey identifies personal experience of safeguarding Recording on SSID identifies service user expectations</p>	<p>Audit information July 2014 Ongoing</p>	<p>DCC Senior Development Officer Performance Sub Group</p>
A3 Increase access to Criminal Justice System for Vulnerable Adults	<p>Develop Witness Support, Preparation and Profiling System Develop and deliver training to staff to undertake task Complete policy documentation Run a pilot</p>	<p>Social Workers identified to undertake training and briefing session delivered. Policy documentation drafted for sign off. Pilot case identified</p>	<p>October 2014</p>	<p>DCC Senior Development Officer Training and Communications Officer Training and Communications Sub Group Policy and Practice Sub Group</p>
	<p>Develop police IT system to collect safeguarding data to complement Local authority safeguarding IT system</p>		<p>March 2015</p>	<p>Police Durham Constabulary Performance and Quality</p>

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
A4 Examine lessons learned identified by safeguarding investigations and develop standards accordingly.	Procedural updates. Briefing Notes.		December 2014	DCC Senior Development Officer Policies and Practice Sub Group
A5 Closely monitor increase in referral rates for DOLS and Associated impact on resources KP2	Quarterly Performance Report		December 2014	DCC Senior Development Officer MCA and DOLS Performance and Quality
A6 Engage with the 'Making Safeguarding Personal Programme	Grading awarded by the Local government association		March 2015	DCC Senior Development Officer Performance and Quality

B) Prevention Outcome

To have communities and a workforce that are able to recognise, report signs of abuse and neglect and take action to support the adult at risk. (TOR 3.6, 3.7, 3.8, 3.9)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
B1 To deliver training and increase awareness of adults at risk of abuse and neglect within a hospital setting	Increase in staff reporting issues within a hospital setting Hospital statistics for training Hospital reporting statistics	Audit has taken place as current bench mark Training plan	October 2014	CDDFT Training and Communications Sub Group – Lead Nurse for Safeguarding
	Introduce standard codes for health referrals on SSID to enable more informed data to be obtained	Completed	July 2014	DCC Practice development officer Performance Sub Group
B2 To promote safeguarding within the community	Monitor the number of community based referrals on SSID	£18k secured 12 week radio campaign -High football campaign -Regional website development -Newsletter -Adverts	June – October 2014 August 2014 Community engagement event took place in Durham City	DCC Performance Sub Group Training and Communications Sub Group Senior Development Officer
B3 Promote the SAB and available resources to professionals and service users	Website performance Data		Ongoing	DCC Training and Communications Sub Group

C) Protection outcome

That all partners have systematic processes in place to recognise, report and manage adults at risk or allegations of risk. (TOR 3.10, 3.11, 3.12)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
C1 Timely responses to allegations of abuse and neglect	Performance compliance levels: i) Referral to strategy timescales (90% compliance) ii) completion of investigation timescales (75% compliance) SSID performance data Percentage of initial decisions completed in 5 Days	Reported quarterly	ongoing	DCC/ TEWV Performance and Quality Subgroup
C2 Prevent repeat abuse	SSID performance data Team managers to review incidents of repeat referral to ascertain cause.	Reported quarterly	April 2015	DCC/ TEWV Performance and Quality Subgroup
C3 Ensure compliance following the implementation of the Care Act 2014 KP1	a) SAB Governance arrangements; b) Procedure Update c) Annual Report d) Business Plan		April 2015	Policy and Practice subgroup Safeguarding & Practice Development Manager

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
C4 Earlier identification and support available to adults at risk affected by potential radicalisation and exploitation	E-Learning package developed regarding PREVENT	E-Learning package developed regarding PREVENT	October 2014	DCC Training and Communications Sub Group
	Policies and procedures reflect the CONTEST / PREVENT Agenda		October 2014	DCC
C5 Develop awareness material for vulnerable adults regarding protecting themselves from sexual abuse KP3	Provide information to LD service users Regarding where to obtain sexual health training		December 2014	DCC Training and Communications Sub Group
C6 Further develop the use of the NHS Safeguard Incident Reporting and Management System (SIRMS) and establish a clear interface with local multi-agency adult safeguarding procedures	Audit of reporting mechanisms		March 2015	CCG Safeguarding Adults Senior Nurse (CCG)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
C7 Work with the Prison Service to develop safeguarding adults procedures for Prison establishments in County Durham	Identified staff to be assigned and trained Develop specific safeguarding Training Package for HMP staff		December 2014	DCC Policy and Practice subgroup Senior Development Officer Head of Resettlement
	Policies and Procedures to be developed and implemented.		December 2014	HMPS Head of Resettlement Policy and Practice subgroup
C8 Partner agencies and providers recognise and report abuse in accordance with safeguarding procedures	All partners / providers to comply with transparent safeguarding reporting processes Standardised auditing processes for all partners Self-assessments SSID referrals identifying referral source Care file audits evaluate referrals		Ongoing	All Partners Policy and Practice subgroup
	Undertake a review of CDDFT incident reports to compare against low level of reporting of Safeguarding concerns to Social Care Direct SIRMS analysis regarding the interface with safeguarding procedures		July 2014	CDDFT Policy and Practice subgroup
	Implement Safeguarding Policy for GP surgeries Increased reporting of alerts and referrals from those that provide CCG commissioned beds		July 2014	CCG Safeguarding Adults Senior Nurse (CCG) Policy and Practice subgroup

D) Proportionality Outcome

To undertake good quality, timely risk assessments that are responsive to the needs of the individual and the least intrusive course of action central to the persons wishes, values and feelings. (TOR 3.13, 3.14, 3.15)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
D1 Embed proportionate responses to safeguarding adults enquires through a graduated approach to implementing procedures.	Findings from care file audits Analysis of performance information		Ongoing	DCC/ TEWW
D2 Review and revise DOLS operating processes in response to the Supreme Court judgement P v Chester West and Chester Council and another / P and Q v Surrey County Council	Update reports to SAB on the management of volumes and throughputs		July 2014 then quarterly	DCC Safeguarding & Practice Development Manager / Senior Development Officer MCA and DOLS Policy and Practice subgroup
D3 Ensure that primary care systems support victims of domestic violence and that they are not disadvantaged when seeking help after abuse has taken place	Findings from audits Analysis of Performance information		September 2014	CCG Safeguarding Team
D4 Develop a Media Strategy for SAB to support the response to high impact events and adverse publicity	Strategy complete and approved by SAB		Dec 2014	All Training and Communication Officer Training and Communications Sub Group

E)

Partnership

The Board fosters a one team approach to safeguarding adults at risk, which places the health and wellbeing of the individual above organisational boundaries (TOR 3.16, 3.17)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
E1 To participate in achieving consistent safeguarding practice across the North East Region	Develop basic regional training packages with consistent messages Establish a forum/process to share best practice and lessons learnt across region		March 2015	DCC Training and Communication Officer Communication and Training sub group Senior Development Officer Policy and Practice sub group
E2 Update safeguarding communications materials each April in respect of feedback received from service users and carers, changes in legislation and organisational change	Work in collaboration with Marketing to update changes to contact details for social care direct.		May 2014 Completed	DCC Senior Development Officer

F) Accountability Outcome

The Safeguarding Adults Board has open and transparent governance arrangements, ensures that roles of all agencies are clear and holds to account partners for safeguarding adults (TOR 3.18, 3.19)

Action Required	Outcome Sources and Measures	Progress	Timescale	Sub Group / Lead person
F1 Recruitment of an independent chair	Appointment of an independent chair	Recruitment process carried out – failed to appoint - readvertised	December 2014	DCC Head of Children's and Adults Services
F2 Transparent performance review of partner safeguarding adult processes	Prepare presentations for the Board to outline what organisational actions have undertaken to support Adult Safeguarding for the current year – for inclusion in the Annual report		April 2015	All Partner organisations
	Prepare presentations for the board to outline what organisational actions are to be undertaken to support Adult Safeguarding for the coming year – for inclusion in the Business plan		April 2015	All Partner organisations
F3 Compliance with legislation and associated governance arrangements	Training events with local authority staff relating to the Care Act 2014 Update SAB Training to be Care Act compliant Safeguarding Audit		March 2015	DCC Training and Communication Officer Communication and Training sub group
F4 Recruit a Lay member to the Safeguarding Adults Board	Lay member recruited and attended July 2014 Board meeting	Complete	July 2014	DCC Safeguarding & Practice Development Manager Communication and Training sub group

5. The Role of Safeguarding Adults Board Sub Groups

Policy and Practice Sub Group

This Sub Group is responsible for developing and implementing inter-agency safeguarding policies and procedures across County Durham. It will focus on the action to be taken where there are concerns about an adult at risk's welfare or safety in any setting.

It will promote co-operation with neighbouring authorities and board partners. It will also develop and evaluate thresholds, procedures for working with adults and effective responses to adults abused in any setting or at risk of suffering harm, including in the context of domestic violence or as a consequence of the impact of substance misuse.

Training and Communications Sub Group

This newly formed Sub Group combines the role of the Communications and Engagement and the Training Sub Groups with a view to dealing with those areas more efficiently. It will seek to inform both the public and organisations in County Durham of how to safeguard adults at risk, raising awareness by increasing understanding of safeguarding adult's issues and providing information about who to contact should they have concerns. It will also establish effective ways to seek feedback from the public, engaging the public and service users and carers in developing and improving safeguarding activity. It will also facilitate the mechanisms required to enable the County Durham Safeguarding Adults Board to fulfil its responsibility to undertake training activities across partner agencies. It will train people to be aware of their personal and professional responsibilities in line with statutory requirements, professional codes of conduct and agreed policies and procedures. It will review multi-agency safeguarding training to ensure it continues to meet local needs as well as quality assure safeguarding training within partner agencies, including that provided by the independent and voluntary sector.

Performance and Quality Sub Group

The role of this Sub Group is to facilitate the mechanisms required to enable the County Durham Safeguarding Adults Board to exercise its responsibility for monitoring and evaluating safeguarding activity within Durham County Council's safeguarding adults function and across partner agencies. This will be essential to improve practice and will require systematic approaches. The Sub Group will oversee performance and quality of safeguarding adults activity in County Durham, highlighting the effectiveness of key processes associated with 'Safeguarding Adults at Risk'. It will be responsible for monitoring effectiveness of what is done to safeguard and promote the wellbeing of adults, evaluate the effectiveness of current safeguarding activity and advise on ways to improve, identifying and implementing any required statutory or agency performance measures. It will establish measurable targets as appropriate in the Business Plan making use of quantitative and qualitative data to ensure effective service planning and resource allocation. It will also carry

out an annual case file audit, analysing effectiveness of practice and quality experiences for victims and use performance information to inform practice learning.

Serious Case Review function

As defined by the Multi-Agency Policy, the Safeguarding Adults Board will take lead responsibility for conducting Serious Case Reviews in respect of adults at risk involved in a serious incident when serious abuse or harm has occurred and advising on lessons to be learned

More information regarding the governance arrangements of the Safeguarding Adults Board can be found on the SAB website at:

<http://www.safeguardingdurhamadults.info/Pages/aboutus.aspx>

6. Board and Sub Group Membership

SAFEGUARDING ADULTS BOARD MEMBERSHIP

NAME	JOB TITLE	ADDRESS	CONTACT DETAILS
Lee Alexander	Safeguarding & Practice Development Manager	Durham County Council Priory House, Abbey Road, Pity Me, Durham DH1 5RR	03000 268180 lee.alexander@durham.gov.uk PA: Angela Brown 03000 268253
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POLICY & PRACTICE SUB GROUP MEMBERSHIP

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Lawrence Pearson	Principal Marketing Officer	DCC The Rivergreen Centre Aykley Heads, Durham DH1 5TS	03000 265392 lawrence.pearson@durham.gov.uk
Arthur Turnbull	Senior Nurse Adult Safeguarding	TEWV Flatts Lane Centre	arthur.turnbull@nhs.net 01642 283873

7. Safeguarding Adults Board and Sub Group Meeting Schedule 2014

GROUP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SAB Lesley Jeavons	Wed 29th Spectrum Business Centre, Seaham 10 – 12				Thurs 1st Farnham Rm. 1-51 Co Hall 10 - 12		Thurs 24th 1 st Floor Briefing Rm. Co Hall 10 - 12			Wed 22nd Farnham Rm. 1-51 Co Hall 10 - 12		
Training & Communication Mike Egan/Eric Malkin			Wed 19th Priory House Conf. Rm. 10 - 12			Wed 18th Priory House Conf. Rm. 10 - 12			Wed 17th Priory House Conf. Rm. 10 - 12			Wed 17th Priory House Conf. Rm. 10 - 12
Performance & Quality Paul Goundry			Wed 12th Priory House Conf. Rm. 2 – 4 p.m.			Wed 11th Priory House Conf. Rm. 2 – 4 p.m.			Wed 10th Priory House Conf. Rm. 2 – 4 p.m.			Wed 10th Priory House Conf. Rm. 2 – 4 p.m.
Policy & Practice Lee Alexander			Thurs. 6th Priory House Conf. Rm. 10 - 12			Thurs. 5th Priory House Conf. Rm. 10 - 12			Thurs. 4th Priory House Conf. Rm. 10 - 12			Thurs. 4th Priory House Conf. Rm. 10 - 12
Serious Incidents To be convened as and when necessary												

8. Training Courses Developed for 2014 - 2015

The training provided by the Safeguarding Adults Board has seen considerable development in recent years and accreditation has been obtained from Teesside University for 3 of the Safeguarding Modules. Whilst still providing training to partner agencies and the independent and voluntary sector free of charge, the accredited versions of the training will require payment of a fee and will therefore provide revenue to the Safeguarding Adults Board, which can be reinvested in training or other board activities. Bespoke training has also been provided to a number of organisations, which has also provided an additional source of income. For more information on SAB training please refer to the SAB website at <http://www.safeguardingdurhamadults.info/Pages/training.aspx>

Course title		
<p style="text-align: center;">Alerter Training</p> <p>Accredited at level 4 – 100 sessions offered per year plus workbook and e-learning options</p>	Who should attend	All staff and volunteers who either work with or come into contact with adults at risk of abuse
	Focus	Who is abused, who abuses, where and how abuse happens.
<p style="text-align: center;">Managing the Alert</p> <p>Accredited at level 6 – 35 sessions offered per year</p>	Who should attend	Staff from all partner agencies who may receive an alert from a member of staff e.g. managers and supervisors
	Focus	By the end of this session participants will be able to identify and provide a rationale for the action that they have taken in response to Alerts and understand threshold criteria for referrals
<p style="text-align: center;">Investigation Training</p> <p>Accredited Level 6 – 30 sessions offered per year</p>	Who should attend	Practitioners from Adult Services (e.g. Care Coordinators, Social Workers), health staff, police officers involved in cross agency or inter professional investigative work
	Focus	By the end of the session participants will be able to identify the requirements of a safeguarding investigation and recognize the multi-agency roles and responsibilities.

Course title	
Lead Officer Training 2 sessions offered per year	Who should attend For all managers within County Durham who are required to take the Lead Officer role in managing safeguarding adults referrals. (Mandatory course)
	Focus Managers of the safeguarding process will have an understanding of process and procedures and their role
Staff training in Safeguarding Adults Work with Service Users and Carers 8 sessions per year	Who should attend To assist staff from all organisations in delivering training to service users and carers.
	Focus To empower service users by increasing independent decision making skills in relation to staying safe and responding to abuse situations by seeking appropriate support and assistance.
Mental Capacity Act and Risk Assessment 50 sessions per year	Who should attend All staff /volunteers who have completed basic MCA training.
	Focus Mental Capacity Act and Safeguarding, lasting Power of Attorney and the Court of Protection.