# Annual Report 2020-2021

safeguarding adults at risk
a cumbria partnership

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# Contents



# 1. A Message from the Independent Chair

I am pleased to present Cumbria Safeguarding Adults Board's Annual Report for 2020/21.

Over the reporting year, the Covid19 pandemic has presented some very different challenges for our communities and partners. These have been unprecedented times for individuals, organisations and society as a whole and I am pleased to report that safeguarding and keeping our most vulnerable individuals safe was part of all our partner's resilience plans and will continue to be a priority in the collective Recovery Strategy for Cumbria.

The Coronavirus Act 2020 did not alter the requirements of the Care Act 2014 in terms of adult safeguarding provisions and protections and whilst the Safeguarding Adult Board adopted different ways of working, we have continued to receive timely and relevant safeguarding assurance from across the partnership, in addition to ensuring timeous safeguarding messages were communicated to staff, volunteers and communities across Cumbria.

The strength, resilience and commitment of the partnership in Cumbria has been apparent during these unprecedented times and I would like to place on record my sincere appreciation for the hard work, professionalism and courage of all those individuals from across all statutory, non-statutory and voluntary sectors who have contributed towards keeping adults safe. I am also immensely grateful for the significant support and commitment provided to the Board from all our safeguarding partners over the past year, which has allowed us to ensure adult safeguarding is appropriately prioritised and addressed.

The Safeguarding Adult Board has a key statutory role in seeking assurance that safeguarding arrangements are in place across Cumbria and ensuring partner agencies are working collaboratively to prevent abuse and neglect and provide a timely and proportionate response when abuse and neglect have occurred. This report provides a summary of the activity that has taken place over the past 12 months, highlighting the work undertaken by the Board and partner agencies to safeguard adults with care and support needs.

I firmly believe that a shared collaborative approach has been fundamental to the partnership delivering adult safeguarding over the past 12 months and as Chair of Cumbria Safeguarding Adult Board, I am committed to maintaining a strong, supportive inclusive partnership to drive forward our shared objectives for the year ahead.

Our Performance and Quality Assurance sub-group established a range of reporting mechanisms to receive safeguarding assurance from a number of partners and additionally conducted an audit of 'Making Safeguarding Personal' processes, thereby ensuring individuals who had been subject of a safeguarding concern received an appropriate response tailored to their needs and wishes.

I am also pleased to report that Cumbria County Council, one of our key safeguarding partners has recently created an Adult Safeguarding Unit, providing dedicated response and supervision to adult safeguarding across Cumbria and as Independent Chair of the Board, I can confirm that I have already received strong assurance in respect of improved services for adult safeguarding.

In conclusion, I would like to reassure communities across Cumbria that the Board will continue to diligently seek assurance that safeguarding arrangements are in place for individuals with care and support needs during the year ahead.

Jeanette McDiarmid QPM - Independent Chair - Cumbria Safeguarding Adults Board

# 2. Introduction

This annual report will provide an overview of our business during a very difficult year for our partner organisations which included responding to the covid-19 pandemic.

At the end of March 2020, we stepped down all face to face training, sub-group and Board meetings to support our partners delivering front line critical services. In line with published NHS guidance we also paused activity in relation to Safeguarding Adult Reviews for a short period.

Legislation did not provide easements in the required response to safeguarding adults and so we promoted the clear message, safeguarding is everybody's business and remains business as usual. The Board continued to receive assurance from our statutory partners during this period and in order to minimise the demands on partner agencies we collaborated with Cumbria Safeguarding Children's Partnership implementing joint reporting across the system in respect of safeguarding children and adults in Cumbria.

Cumbria Safeguarding Adults Board (CSAB) received assurance in relation to specific areas where there was an anticipated impact on the abuse or neglect of adults with care and support needs or in areas where there was national concern, including:

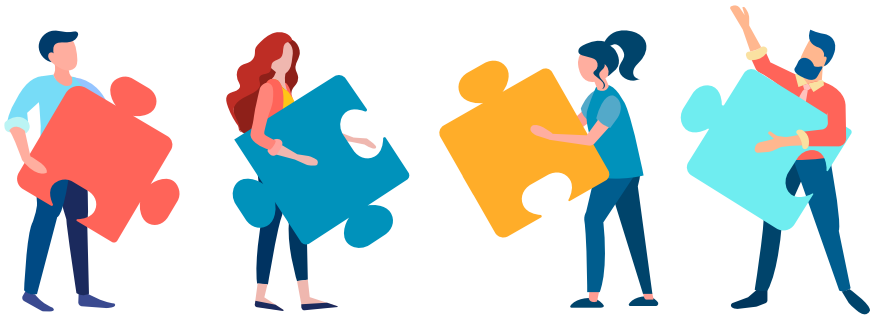
- Domestic Abuse
- Residential Care and Nursing Homes
- Learning Disability Deaths
- Safeguarding Referrals
- Homelessness; deaths in emergency accommodation
- HMPPS; early releases and safeguarding in prisons

Whilst we have returned to business as usual, we have implemented new ways of working using virtual platforms for meetings. This has enabled Board members and partner organisations to realise benefits seeing a reduction in staff travel time and costs. As a result, CSAB have seen improved attendance and participation at our meetings.

# 3. Who are we and what do we do?

Cumbria Safeguarding Adults Board (CSAB) is a statutory body, which works in partnership with organisations across Cumbria to help protect adults with care and support needs from abuse or neglect. There is a strong focus on partnership working with the statutory partners* being supported by the following organisations represented on the Board and sub-groups:

- Cumbria Constabulary*
- North Cumbria Clinical Commissioning Group*
- Morecambe Bay Clinical Commissioning Group*
- Cumbria County Council*
- Cumbria Fire & Rescue Service
- Haverigg, Her Majesty's Prison Service
- North Cumbria Integrated Care NHS Trust
- University Hospitals Morecambe Bay NHS Trust
- Cumbria, Northumberland Tyne & Wear NHS Trust
- Lancashire, South Cumbria NHS Foundation Trust
- Unity Drug & Alcohol Service
- Healthwatch Cumbria
- People First Independent Advocacy
- Lay Membership
- National Probation Service North West
- District Council Representation; Barrow Housing



During 2020/21 we were pleased to extend our executive Board membership to include North West Ambulance Service, Department for Work & Pensions, and the Care Quality Commission. We look forward to working together with our new members to protect adults at risk of abuse or neglect in Cumbria.

The Board leads adult safeguarding across Cumbria and works with organisations and our partners to ensure that they have effective safeguarding arrangements in place, ensuring adults who may be at risk of abuse or neglect are able to:

**Live as safely and independently as possible**

**Make their own decisions**

**Take control of their own lives**

# 4. What is our vision and commitment?

Our **vision** is to put the people of Cumbria at the centre of everything we do.

Cumbria Safeguarding Adults Board is **committed** to support the protection of and appropriate service provision for vulnerable people living in Cumbria. We listen; we learn; we proactively support all agencies to improve, share, embed and deliver effective practice.

# 5. What does safeguarding adults mean?

Safeguarding means protecting an adult's right to live safely, free from abuse and neglect. It is about organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure the adult's wellbeing is promoted including, where appropriate having regard to their wishes and feelings when deciding on action.

Safeguarding is everybody's business and duties apply to an adult who has needs for care and support; is experiencing or at risk of abuse or neglect and because of their care and support needs, they are unable to protect themselves.

# 6. What is Making Safeguarding Personal?

The Care Act says that adult safeguarding is about protecting individuals, but people are all different. So, when we are worried about the safety of a person, we should talk to them to find out their views and wishes. Then we should respond to their situation in a way that involves the individual as much as possible, enabling them to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing, and safety. This is referred to as Making Safeguarding Personal (MSP).

CSAB recognise the values contained in Making Safeguarding Personal and ensures that work across the partnership is underpinned by the **six key safeguarding principles.**

## Case Study: Partnership working and making safeguarding

Life is complicated and safeguarding is no exception. Professionals use labels such as perpetrator, abuser, or victim. What happens when the person being abused is unclear if they want help, they may love their abuser who is also the parent of their children.

Safeguarding can be complex. What happens when a person has lived with their abuser for years and suddenly becomes terminally ill making disclosures of abuse to their Social Worker. What happens when their capacity to make their own decisions is called into question and when their partner interferes and is obstructive to carers providing support for a terminal illness.

Safeguarding someone in a situation like this requires a multi-agency response. In this case agencies worked together to ensure making safeguarding was personal and the outcomes were achieved for an adult towards the end of their life. The Police, District Nurses, Macmillan Nurses, Safeguarding Social Workers, Hospital Consultants, Safeguarding Nurses, Ward Nurses, Legal Teams and Care Agency Staff all had a vital part to play. But a part in what?

Making Safeguarding Personal is about providing a safeguarding response that is person-centred and considers the choices and wishes of the person involved.

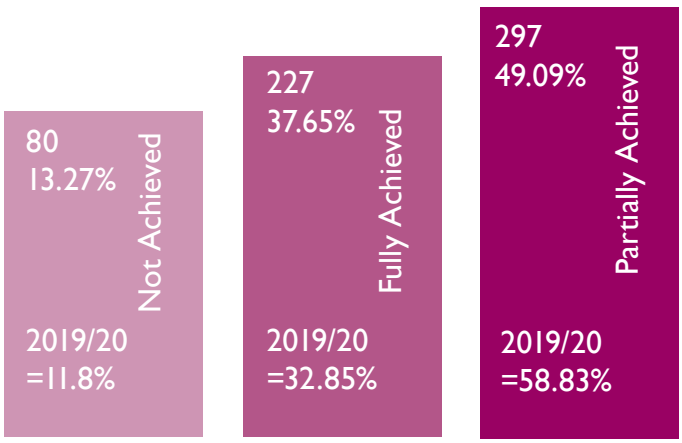
The specific wishes of the adult involved in this case were very clear; they wanted to receive care and treatment for their terminal illness in their own home for as long as possible despite the pandemic, whilst continuing to live with a difficult and "abusive partner". They also wanted to have their partner visit them in hospital at the end of their life when they were too ill to remain within the home.

For the agencies involved this meant allowing and managing risk. It meant taking the least restrictive path whilst considering all of the legal options open. It meant supporting that person and the wider care team to care for a person in their own home for as long as possible as they so wished. It meant weekly multi-disciplinary team meetings, it meant regular safeguarding meetings, planning meetings, and phone calls between agencies to keep a consistent and agreed approach.

At the end of the person's life, it meant the Ward Matron and her team working within safeguarding processes to keep their patient safe and facilitate visits for their partner. It meant allowing a level of risk, it meant seeing the world is not black and white.

Importantly it meant supporting the individual to stay safe; respecting and adhering to their wishes; considering and balancing the risks to the individual and their carers; not depriving them of their wishes to continue to have a relationship with their partner (despite the previous and on-going risks) and for the individual concerned to spend time with their partner before peacefully and safely passing away in hospital.

Adults who have been through the safeguarding enquiry process are asked for their feedback on whether they felt their engagement with services had been effective and worthwhile. In some cases, an advocate or representative will provide feedback on the adult's behalf.

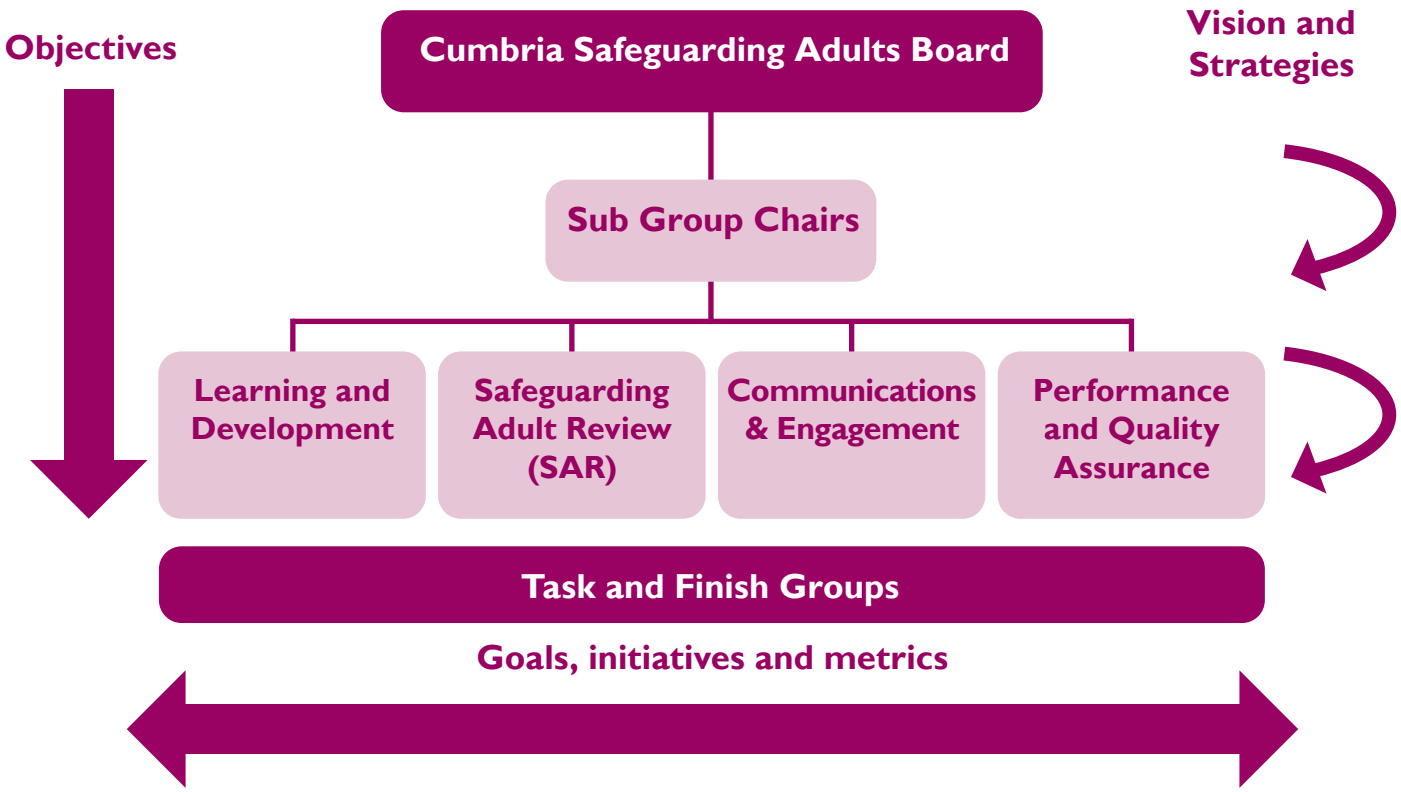



This table illustrates responses when adults are asked if they felt "their outcomes had been achieved" through the safeguarding process. During 2020/21 we saw a positive increase in adult who responded outcomes were "fully achieved".

# 7. What are CSAB objectives?

This report will provide an update on what CSAB and our partner agencies have achieved during 2020/21, the second year of our **2019-2021 Strategic Plan** in which we agreed our objectives as:


To deliver the above objectives CSAB members agree an annual Business Plan outlining the initiatives and goals which we can measure our progress against to evidence achievements. Throughout the year our sub-groups and members regularly review progress providing updates through sub-group Chairs to Board.



# 8. What did we achieve during 2020/21?

During 2020/21 we supported our partners to deliver front line critical care and services whilst ensuring safeguarding remained a priority. A number of meetings including some sub-groups were stepped down for a time. However, using new virtual methods meetings continued throughout the year to support CSAB to deliver our goals and initiatives in our annual Business Plan.

## 8.1 Learning and Development sub-group

Following cancellation of face to face training we used virtual methods to deliver Modern Slavery training in partnership with Cumbria Safeguarding Children's Partnership and Safer Cumbria.

Modern Slavery Train the Trainer sessions were delivered to a further 12 delegates drawn from a range of statutory organisations, independent sector, and providers. Feedback for the sessions was positive with a commitment made to share learning with colleagues.

*"The description of some of the situations were so detailed that you could actually understand and feel the pain of the individuals involved"*

*"I found the trainer very knowledgeable and his training style kept me engaged throughout the session"*

*"Good training session, useful use of Microsoft Teams to impart this training, as it is important to continue training during this difficult time"*

*"I was able to gain a lot of insight into Modern Day Slavery and human trafficking, this was the first training of this type I have attended and found it really informative. The presentation was very good, clear and understandable and very well explained"*

A total of 51 staff have been trained as trainers across the partnerships to disseminate "bite size" or "lunch time" learning to colleagues and staff in their organisation.

We surveyed the group of trainers to measure the onward sharing of the Modern Slavery awareness training to colleagues and staff across their organisations;

- **66%** had delivered **0-5** Modern Slavery Awareness training sessions
- **33%** had delivered **5-10** Modern Slavery Awareness training sessions
- **66%** of the sessions shared were to groups of up to 5 staff
- **60%** of the sessions shared were to colleagues in their own team
- **40%** of the sessions delivered were to wider teams/services areas in their organisation

Modern Slavery training for Designated Safeguarding Leads was also delivered to delegates from organisations and agencies working in Cumbria to safeguard children and adults.

- Published CSAB Members Handbook and guide to support induction to CSAB business for new members.
- Delivered a virtual Safeguarding Adult Review (SAR) learning session to disseminate learning from the Robyn SAR to 76 delegates drawn from NHS Trusts, Local Authority, Carers organisations and Advocacy.
- Commenced a review of our Learning & Development Strategy in preparation for and set direction 2021 – 2023.
- Appointed a new Chair & Vice Chair to the group from our statutory partners.
- Promoted a range of safeguarding adults e-learning packages with open access to all partners, organisations, and members of the public. This included contributing to an e-learning module for volunteers responding to the pandemic to ensure awareness of abuse and neglect and how to report.

*"I found the content helpful- especially a recap of what is a SAR"*

## 8.2 Communication & Engagement

- Established a Task & Finish Group to oversee the refresh of Cumbria Safeguarding Adult Board's website.
- Developed bespoke communication plans for the publication of 2 SARs, Robyn, and Barry.
- A regular review and analysis of safeguarding data informed themed communication messages which were distributed across Cumbria using a variety of platforms. This included Domestic Abuse, Financial Abuse, Covid-19 Helpline, Mental Health, Learning Disability Check and Chat.

### News for subscribers

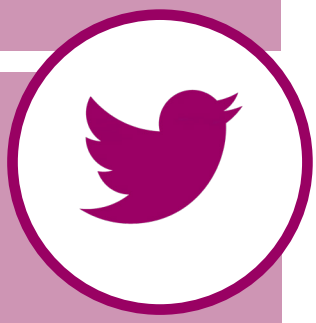

Relevant safeguarding messages were shared//disseminated throughout the year using a variety of platforms.

27 Newsletters & 5 Minute Briefings were issued during 2020/21 on a range of safeguarding subjects providing information to practitioners and the public, reaching a total of 109,734 subscribers.

Subscribers to news: **April 2020 = 2967**

**March 2021 = 3427**

### Twitter



Twitter followers at the end of **March 2020: 448**

**March 2021 = 585** increased by 137 followers

In January 2021 @cumbriaSAB seen our top tweet earning 3,504 impressions, this was regarding a Mencap easy read guide and resource for adults with a learning disability regarding the covid 19 vaccine.

### CSAB website

In October 2020 we seen highest number of visitors to the CSAB website in a single day with 1101 visitors with 89% of the visitors from the UK.

The most visited page on our website during 2020/21 was "what will happen when I raise a safeguarding concern" with a total of 3,147 views during 2019/20.

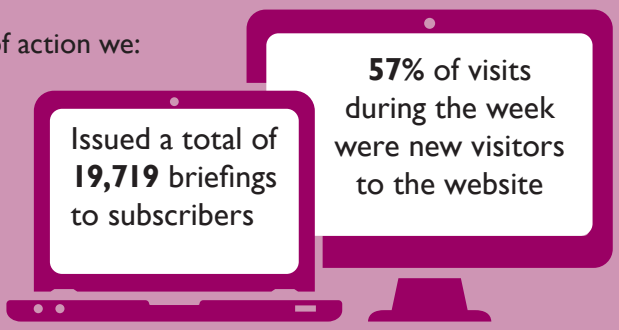
There was a total of 7,500 visits to the website during 2020/21 3953 from previous 12-month period.

## National Safeguarding Awareness Week

National Safeguarding Adults Week 2020
16 to 22 November 2020

During November 2020, in partnership with the Ann Craft Trust, CSAB supported National Safeguarding Awareness Week providing daily safeguarding briefings for 3000+ news subscribers each day including; Organisational Abuse, Safeguarding in Sport, Adult Grooming and Exploitation. Wednesday 18th November 2020 seen the highest traffic to our website which was a themed day of focus on "Understanding Safeguarding Legislation".

During the national week of action we:




"Understanding Legislation" was the most popular briefing which prompted 263 users to access the website.

In December 2020 in response to a decrease in safeguarding referrals made from or relating to care homes we published targeted communications from our Independent Chair as a reminder of safeguarding and how to refer. We asked our care homes to display posters and leaflets for visiting family members as the lockdown measures eased.

## 8.3 Performance & Quality Assurance Group

- Weekly data noted an initial 40% drop in safeguarding referrals during lockdown which later returned to normal levels. This drop was closely monitored on a weekly basis with investment by our Communication & Engagement sub-group to ensure that partners and members of the public received messages that safeguarding was business as usual during the pandemic.

- Developed and implemented a framework to receive annual partner assurance reports based on a signs of safety model; what's working well and what is not to identify areas of improvement and collaboration.

- Approved a new style of quarterly safeguarding performance and data report supported by commentary to ensure data is easily interpreted and meets the audience needs.

- Analysed data to identify exceptions and agree actions related to:

    - Drop in the numbers of safeguarding referrals and changes in location or type of abuse
    - Conducted in-depth analysis of safeguarding concerns related to organisational abuse to understand the type of concerns raised and how to prevent future safeguarding incidents
    - Increase in financial abuse linked to covid related scams

- Through the analysis of data and identifying exceptions the P&QA sub-group worked with other sub-groups to agree data informed communications and actions. This was further supported by colleagues in Trading Standards and Cumbria Police in respect of covid related scams, anticipated increases in Domestic Abuse and Suicides as a result of the pandemic.

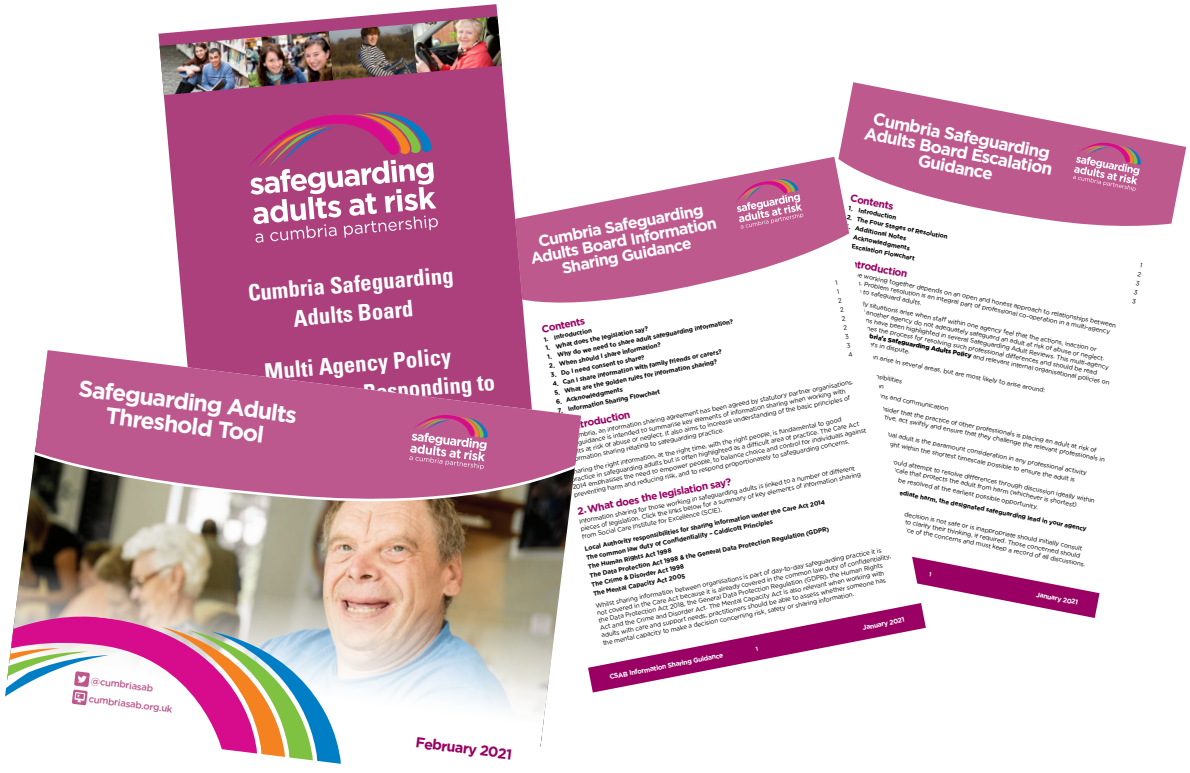
## 8.4 Safeguarding Adult Review sub-group

- Members reviewed the sector led improvements from the National SAR Analysis and developed a local action plan.
- Received assurance and evidence from partners in relation to learning implemented following publication of SARs and actions plans.
- Established an information gathering process to ensure robust evidence informed decision making when reviewing SAR referrals.

## 8.5 Policy & Guidance Task & Finish Group

A Task & Finish Group was established to review safeguarding adults policy and procedures. During 2020/21 this group successfully reviewed and published the following;

- Multi agency Safeguarding Adults Policy & Procedures
- Safeguarding Adults Thresholds Tool & Guidance
- Information Sharing Guidance
- Escalation Guidance



# 9. Safeguarding Adult Reviews

A Safeguarding Adult Review (SAR) takes place when agencies who worked together with an adult with care and support needs has been subject to abuse or neglect. Agencies come together to find out if they could have done things differently to prevent the serious harm or death from happening. The purpose is to learn from what happened and not to apportion blame. The SAR sub-group on behalf of CSAB consider all referrals for SARs against the statutory criteria as set out in the Care Act 2014, making a recommendation to the CSAB Independent Chair where cases meet the criteria for a SAR.

During 2020/21, the group received and considered a total of 11 referrals (an increase from 8 during 2019/20). Members of the sub-group and agencies involved also provide additional information to inform robust decision making.

## Of the 11 referrals the sub-group received during 2020/21, it was agreed:

- **8** did not meet the statutory criteria for a SAR (either a mandatory or discretionary review process).
- It was agreed that there was an opportunity for multi-agency learning in 2 of the cases which did not meet the statutory criteria. Further work will be undertaken by the SAR sub-group to progress and share the identified learning, which will be reported to CSAB in the next reporting year.
- **3** referrals met the statutory criteria for a SAR. These will be completed and published during 2021/22 with learning reported in our 2021/22 Annual Report.
- CSAB is one of ten SAB's who took part in a national pilot with the Social Care Institute for Excellence (SCIE) to test out SAR in Rapid Time methodology. SCIE were commissioned to develop the method and tools by the Department of Health and Social Care as part of their covid action plan. The methodology is concerned with identifying systems learning in a much timelier way than traditional SAR approaches. The review process will conclude with a systems findings report which will be presented to the Board later in 2021.

## Robyn's[1] story

Robyn was an 85-year-old lady who had repeated involvement with a number of agencies between 2015 and the date of her death in December 2018. This included numerous safeguarding concerns relating to her care. In 2015, Robyn suffered a fall when she sustained a traumatic head injury from which she was not expected to survive. During her hospital stay which followed, an artificial feeding tube was inserted and she was later discharged home to the care of her son with whom she lived. At the time of discharge Robyn was in a minimally conscious state. However, Robyn survived at home for a further 3 years.

The review highlighted a number of key themes and areas for learning:

- Adult Safeguarding
- Discharge Planning
- Advance Decisions
- Mental Capacity Act (Best Interests)
- Working with Family Carers
- Resolving Professional Disagreement
- Coercive Control
- NHS Continuing Healthcare

[1] Not her real name

The recommendations were developed into an action plan and will be kept under regular review to seek assurance and evidence that learning is embedded across the partnership. The following are examples of changes to systems or practice which have been implemented as a result of the learning:

- Reviewed training programmes to improve awareness of how to respond to "late presentation" in Emergency Departments
- Established terms of reference for weekly safeguarding "huddle" meetings to review incidents reported by Emergency Departments.
- Implemented a flagging system to identify where patients are open to a safeguarding enquiry
- Published briefings and communication across the partnership for staff and professionals to improve awareness and understanding; Unexplained injuries and Advance Decisions to Refuse Treatment
- Implemented an alert when an adult has 3 repeat safeguarding concerns raised for a management response.
- Established a dedicated Safeguarding Adults Service in the Local Authority
- Published new multi-agency guidance and policy documents for staff; Safeguarding Policy and Procedures; Escalation Guidance and Information Sharing Guidance. In addition, published a Thresholds Tool and guidance to ensure staff are clear of when and what should be referred to safeguarding.
- Incidents relating to discharge are monitored and the NHS Trust has published a refreshed Whole System Discharge Policy. Discharge incidents shared for trust wide learning
- Learning in respect of Advance Decisions to Refuse Treatment and the importance of sharing these disseminated through national networks and escalated to the Department of Health & Social Care.
- Developed and implemented a new electronic Best Interests checklist
- Disseminated learning from the SAR through briefings and to 80 + staff from across the system via a virtual learning session.

## Barry's[2] story

Barry, was aged 70 years old at the time of his death. Barry died in May 2019 by taking an overdose of medication in his car while it was parked in his GP surgery car park. Barry left a suicide note and boxes containing prescribed medication and empty blister packs found next to him.

Barry was a lonely man with few friends and very limited family contact. Barry lived alone and was not a member of many community groups. He is known to have moved about frequently and moved to Cumbria in the late spring of 2018. Barry suffered from depression and loneliness and accessed numerous services for support during his time in Cumbria. Barry stated to professionals that the death of his mother in 2008 had a negative impact on his mental health.

The review highlighted several key themes as areas for learning and action;

- Effectiveness of services assessing and responding to needs
- Co-ordination of services working together
- Referral systems and processes
- Loneliness

[2] Not his real name

## What have we done?

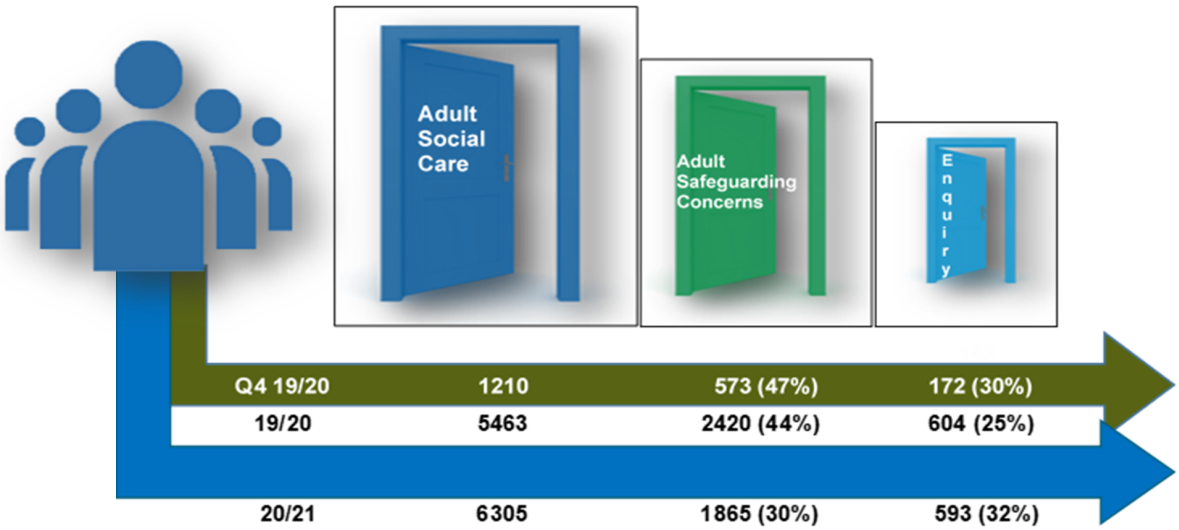
- Established a mental health multi-disciplinary pilot (for 12 months) based on a tested and effective model through our Integrated Care Communities where complex cases can be discussed with multi-agency professional colleagues.
- Emergency Department staff ensure appropriate signposting through the use of specific questions ensuring onward referrals are appropriate to meet needs.
- Implemented an information sharing agreement to support Adult Social Care working with NHS colleagues who record an alert on patient records where there are safeguarding concerns
- Reviewed information gathering processes to inform the start of an assessment of need and requests for Care Act assessments
- Promoted and shared messages about the impact of loneliness, signposting to local services and the importance of mental health and well-being. This was further supported by an increase in resources available to promote loneliness and mental health during lockdown.
- Both SARs also identified and recognised a wealth of good practice across the system by practitioners working with Robyn and Barry.

## How do we share learning?

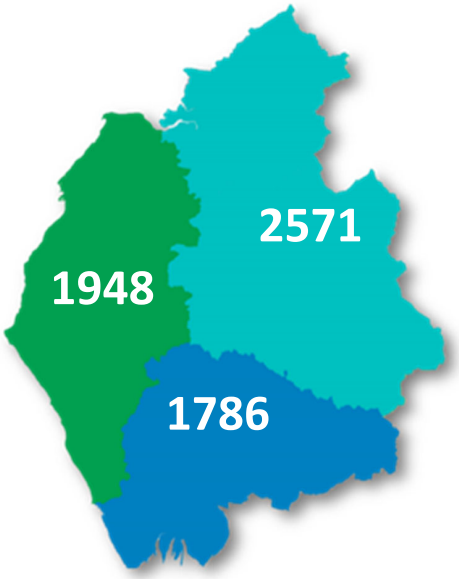
As a Board we have adopted the following methods to share learning and ensure this is embedded into practice:

- SAR Learning sessions to share learning, stimulate multi-disciplinary discussion based on the key learning themes identified in SARs
- Review and share updated guidance where relevant
- Publish learning briefings for practitioners to provide a summary of the SAR and learning identified in the report
- Develop improvement plans and seek to receive assurance from partners that learning has been implemented

# 10. Our year in data



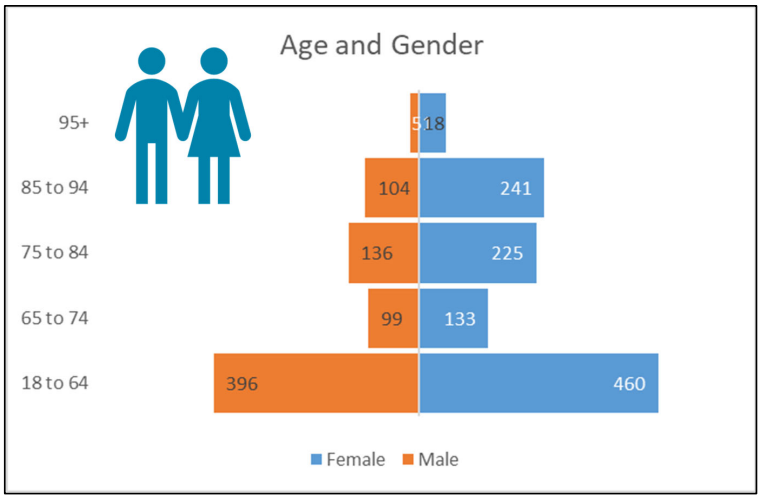

The above table shows all referrals made to the Single Point of Access (SPA), Adult Social Care, those which are triaged as a "Safeguarding Concern" for further information gathering and which then progress to a Safeguarding "Enquiry"




**1865** Referrals Passed to Safeguarding
↓ *from 2019/20*

**1858** Closed Safeguarding Cases
↓ *from 2019/2020*

**259**
Average Number of Open Safeguarding Cases at any point in time during 2020/2021




## Location of abuse

| | |
|---|---|
| Own Home | 379 |
| In the community (ex Cmty Services) | 122 |
| Care Home-Residential | 97 |
| Care Home-Nursing | 40 |
| Hospital-Acute | 32 |
| Other | 28 |
| Hospital-Mental Health | 19 |
| Community Service | 3 |
| Hospital-Community | 2 |

## Source of referral

| | |
|---|---|
| Social Care Practitioner | 33% |
| Health | 32% |
| External Organisation | 16% |
| Police | 9% |
| Family Member | 5% |
| Housing | 2% |
| Self Referral | 2% |
| Neighbour/Friend | 1% |
| Education / Training / Workplace | 0% |

## Types of abuse

| | |
|---|---|
| Physical | 209 |
| Emotional and Psychological | 204 |
| Financial | 200 |
| Neglect and Acts of Omission | 179 |
| Sexual | 53 |
| Self Neglect | 49 |
| Domestic Abuse | 41 |
| Organisational | 28 |
| Modern Slavery | 4 |
| Discriminatory | 3 |
| Disability Hate Crimes | 2 |
| Sexual Exploitation | 0 |

# 11. What have our partners done?

We asked our partners to celebrate and showcase their single agency achievements to reflect "safeguarding is everybody's business" and include examples of how as a single organisation they supported CSAB to deliver our 5 strategic objectives in the 3-year plan.

| Agency | Key achievements during 2020/21 |
|---|---|
| Cumbria County Council | • Recruitment and implementation of a new Adult Safeguarding Service that is readily accessible for all partners<br>• Review of both CSAB and CCC safeguarding adult's strategic policy, operational procedures, and guidance documentation to improve consistency of understanding and application.<br>• Development and implementation of joint training initiatives with CSAB partners to include a review of internal safeguarding adults training, adding bespoke training for elected members<br>• Development of accessible safeguarding adult's data and analytics to improve system intelligence across the partnership |
| NHS Morecambe Bay Clinical Commissioning Group<br><br>NHS North Cumbria Clinical Commissioning Group | Implement the reforming of MCA Amendment Bill – Liberty Protection Safeguards (LPS)<br>• Influencing and strengthening the knowledge & understanding of local GPs & Regulated Care Providers in relation to their roles & responsibilities within the Mental Capacity (Amendment) Act (2019), to include the proposed changes within the Liberty Protection Safeguards.<br><br>Maximise learning from Serious Incidents and learning reviews including, Safeguarding Adult Reviews (SARs) & Learning Disability Mortality Reviews (LeDeR)<br>• Implementation of lessons learned following the outcomes of learning reviews promotes a cycle of continuous safeguarding improvement and enables service users and patients to access high quality care.<br>• Both CCGs have supported a positive learning culture across partnerships to embed learning.<br>• Made a commitment to ensure improvements to safeguard adults are driven from national to local level<br><br>Learning Disability Mortality Review Programme (LeDeR)<br>• Both CCGs have a continued commitment to optimise timely learning, to influence positive change for individuals with learning disabilities across the health system.<br>• This has been achieved through the investment & appointment of dedicated roles to support timely completion, to maximise learning opportunities to influence change and improve local practice and deliver local system transformation.<br>• MBCCG is leading on and working in collaboration with local partners within our ICP to develop a local Steering Group, to implement local learning from reviews.<br><br>Implement recommendations from the Adults Intercollegiate documents<br>• MBCCG Training Policy Framework ratified and implemented<br>• Both CCGs continue to seek assurance from CCG and providers that staff are suitably skilled and supported.<br>• Facilitated bespoke training and disseminated communications in response to changes in legislation, local policies, and updates from case reviews<br><br>Established a visible clinical presence within the inpatient mental health units. |

| Agency | Key achievements during 2020/21 |
|---|---|
| NHS Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust | • Aligned practice with national standards and reviewed risk management to ensure this is done within the client's delivery of care and treatment in line with and in support of the concept that safeguarding is everyone's business.<br>• Embedded the use of a web-based reporting system, so all triage concerns can be reviewed to ensure we are working within the CSAB Thresholds and we are able to monitor and moderate safeguarding practice and concerns.<br>• During the pandemic we "ring fenced" our safeguarding team, to ensure the correct support and advice is available.<br>• Support representation at Board through a Vice Chair with nominated membership at all sub groups.<br>• Contributed to all SAR's, through leading reviews, cascading the learning, and embedding them into front line delivery of care and treatment. |
| Cumbria Fire & Rescue Service | • Introduced mandatory e-learning for all staff in the service in relation to safeguarding adults and children.<br>• Developed a tailored scenario-based training for all operational firefighters.<br>• Become a member of the National Fire Chiefs Council Safeguarding group and established a regional network with other services in the North West. |
| NHS Lancashire & South Cumbria NHS Foundation Trust | • The Safeguarding Team have reviewed safeguarding activity and processes across the South Cumbria locality based upon demand and capacity required to engage in external multi-agency and internal safeguarding requirements.<br>• In south Cumbria we have 2 locality-based Specialist Safeguarding Practitioner's in post who also cover application of Mental Capacity Act (MCA).<br>• We have strengthened safeguarding practice and systems to ensure compliance with statutory Safeguarding, MCA and Prevent guidance and responsibilities. As a result, we have seen an improvement in the quality of Section 42 referrals though the application of the CSAB Thresholds Tool and Guidance.<br>• Established processes for the oversight and provision of a duty safeguarding team through the SSP's who have maintained a regular presence and visibility embedding the safeguarding agenda. This includes providing ad-hoc safeguarding advice and guidance and planned weekly safeguarding supervision sessions.<br>• We have strengthened internal reporting arrangements and monitoring of safeguarding activity and are seeing increased safeguarding activity through our incident reporting system; we believe this is indicative of staff's increased understanding of process, roles, and responsibilities in relation to safeguarding. |

| Agency | Key achievements during 2020/21 |
|---|---|
| NHS North Cumbria Integrated Care NHS Foundation Trust | • Implemented a new model for managing complex case information sharing between agencies. This has created a professional arena to discuss and document any cases which are perhaps not being resolved in a timely way; also allows appropriate professional challenge between senior partners in relevant organisations, whilst maintaining the process of safeguarding meetings.<br>• Improved the systems in place across the organisation, to allow practice improvements to be embedded in response to Safeguarding Adult Reviews.<br>• Streamlined the system in place to request, access and review information relating to S.42 enquiries.<br>• Established greater links to incidents throughout the organisation with weekly safeguarding "huddles" to support early identification and engagement with serious incidents to allow understanding of areas with low/high referral rates and analysis of the themes arising from incidents to agree an appropriate response. |
| HM Prison & Probation Service | • Attended the SAR sub-group as an active member and contributor to contribute to decision making, and learning.<br>• Supported the SAR in Rapid Time pilot as a second reviewer and author along with the facilitation of staff learning events.<br>• Prioritised mandatory safeguarding adults training for all practitioners (95% of all operational staff have completed) – this is the highest figure in the North West Region. |
| Cumbria Constabulary | • The constabulary took the lead as reviewer and author of the recent Safeguarding Adult Review, Barry<br>• Working in collaboration with the new Safeguarding Adult Team, Cumbria County Council we have streamlined the adults at risk referral process.<br>• We have established a dedicated Detective Sergeant post to ensure participation and representation at all virtual safeguarding strategy meetings.<br>• We are working with Cumbria, North Tyneside & Wear to pilot Mental Health Street Triage in Carlisle to improve outcomes for people in mental health crisis. This includes mental health liaison officers working with partners around suicide prevention.<br>• We have developed a Safeguarding Excellence Plan to demonstrate and evidence our progress in relation to safeguarding and vulnerabilities.<br>• Our Public Protection Detective Superintendent is the Chair of the SAR sub-group. |
| HMP Haverigg | • Managing and Safeguarding the older population with increased vulnerability both in the kin of vulnerability and the numbers. The establishment demographics have change. We have a greater number of prisoners (55+) with common age related issues. Given the nature of offences we are now supporting individuals, who experience social isolation and mental health issues linked to anxiety, depression alcohol misuse.<br>• The use of Support Intervention Plans was recognised as best practice during our recent visit by Her Majesty's Inspector of Prisons. (HMIP) The inspection included a team from the Care Quality Commission (CQC) and Ofsted inspectorate.<br>• Partnership working is excellent at HMP Haverigg which allow us to identify and reduce risk. This was evidenced by the recent CQC inspection.<br>• The introduction of Resident Support Assistants which is a peer led support system who help with prisoner's with low level day to day social care needs. |

# 12. Our Finances

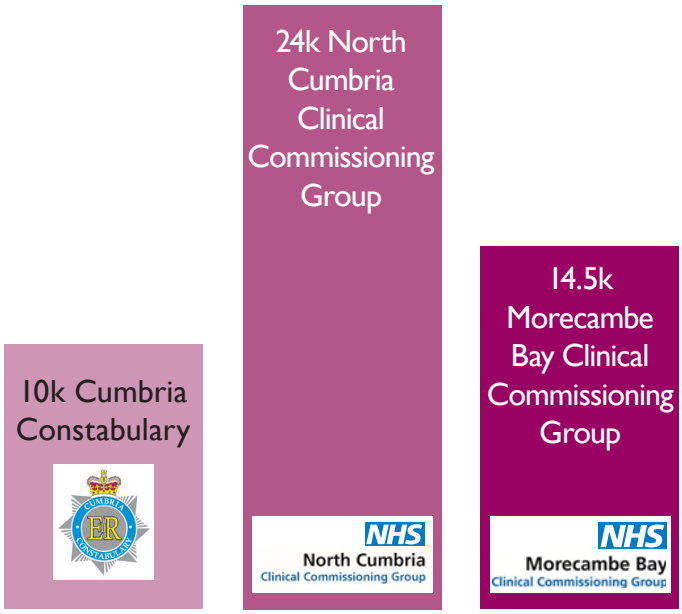
Partner agencies contribute to the work of CSAB in a number of different ways:

- Financial contribution
- Involvement or leading activity on specific areas of work including SARs
- Chair or participation in CSAB and our sub-groups

During 2020/21, statutory partners made varied levels of contributions agreed on the size and footprint of the organisation. The following statutory partners contributed financially to support delivery of board business:

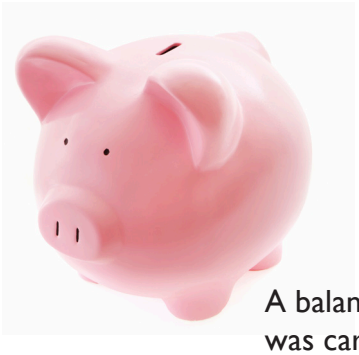
- Cumbria Constabulary
- North Cumbria Commissioning Group
- Morecambe Bay Clinical Commissioning Group

**Total income from partners for 2020/21: £48,500**




**Cumbria County Council contributed through provision of dedicated staffing for the Board Management function.**

**63k**
CCC for dedicated staffing



A balance of **£34,600** was carried forward to 2021/22 period, providing additional funding to commission future SARs.

# 13. What will we be doing during 2021/22?

CSAB have published a Business Plan for 2021/22, the final year of our Strategic Plan, setting the direction of travel and priorities for sub-groups. This was formed through discussion with statutory partners, information gathered through recovery mapping, learning from the pandemic and new ways of working. We will also support the local recovery agenda in Cumbria to ensure that safeguarding adults at risk of abuse or neglect remains a priority and the people of Cumbria feel "safe".

During the coming year CSAB will also commence a process of assessment to inform strategic planning and to agree our priority areas for the next 3 years. This will include learning from other SABs and colleagues nationally and adopting good practice.

# 14. Conclusion

Safeguarding remains business as usual, so we will ensure that we work together, to protect adults with care and support needs who are at risk of abuse and neglect. We will work with our partners to support us to understand emerging themes and the prevalence of different types of abuse and neglect in these challenging times. We will continue to regularly review what our data is telling us so that we work together to prevent abuse and neglect in Cumbria.

If you would like this information in another format (for example in large print or Braille) or provided in your own language please contact Cumbria Safeguarding Adults Board **csab@cumbria.gov.uk**

Further information can be found by visting our website. If you are concerned about a person's safety or well being report it. If someone is at immediate risk of harm call 999.

@cumbriasab

Remember Safeguarding is Everybody's Business and so if you are concerned about an adult who may be at risk of abuse or neglect please report it by contacting your local **Adult Social Care Office.**