

Oldham

Adult Safeguarding Board

Annual Report

Single Agency Statements

April 2018 – March 2019

Adult Social Care

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Throughout 2018/19 Oldham Adult Social Care has been involved in key service developments that have all led to strengthening and embedding safeguarding.

Oldham Cares and Health & Social Care Integration

A key feature of the launch of the Oldham Cares ICO in 2018 has been the integration of community health and social care services on a locality basis. This integration activity has seen teams collocated across five locality 'clusters', alongside centralised health and social care teams for Learning Disability and Mental Health, as well as an Integrated & Urgent Care team based at the Royal Oldham Hospital. In addition, the launch of Oldham Cares has seen the integration of CCG and social care commissioning, which in Oldham includes strategic adult safeguarding services.

Re-provision of Community Health Services in Oldham

In October 2018 it was announced that from April 2019 Pennine Cares Foundation Trust (PCFT) community services contracts will be transferred to other providers. This means that in Oldham, while PCFT will retain provision of Mental Health and Learning Disability health services (which are integrated in their delivery with Oldham Adult Social Care Services), alternative provision is being sought for community health provisions such as district nursing. This approach has enabled us to further embed and have a consistent approach to safeguarding adults.

Introduction of Liberty Protection Safeguards

The Mental Capacity (Amendment) Bill was introduced to the House of Lords on Tuesday 3 July 2018 to replace the current Deprivation of Liberty Safeguards (DoLS) system. The Government has now developed a new system, known as 'Liberty Protection Safeguards' (LPS), which will become law through the bill in 2019.

The reforms seek to:

- introduce a simpler process that involves families more and gives swifter access to assessments
- be less burdensome on people, carers, families and local authorities
- allow the NHS, rather than local authorities, to make decisions about their patients, allowing a more efficient and clearly accountable process
- consider restrictions of people's liberties as part of their overall care package
- get rid of repeat assessments and authorisations when someone moves between a care home, hospital and ambulance as part of their treatment"

(Department of Health 3 July 2018)

Oldham's Adult Social Care services have been working to prepare for transferring DoLS and implementing LPS.

The safeguarding adults focus of your organisation during 2018/19.

In October 2018 an Adult Safeguarding Review was commissioned by Mark Warren, Oldham Director of Adult Social Services (DASS) and Managing Director of the Oldham Community Health and Social Care provider, and Claire Smith, Oldham Executive Nurse.

The review was undertaken from November 2018 and concluded on the 25th January 2019. The review presented 22 recommendations clustered around four thematic areas, to the Oldham Safeguarding Adults Board (OSAB) Development Day. All recommendations were endorsed by the Board resulting in a requirement for a programme of implementation activity.

The Implementation is being delivered through four workstreams:

- Board Arrangements: developing and delivering a revised support model and way of working for the statutory Safeguarding Adults Board in Oldham
- Strategic Safeguarding: developing and delivering a revised Strategic Safeguarding Service offer, including a Board Business Unit, revised DoLS/LPS function, and greater capacity for the strategic oversight of safeguarding activity
- Operational Safeguarding: developing and delivering revised processes, procedures and enablers for day-to-day adult safeguarding activity
- Workforce Development & Training: developing and delivering a revised workforce offer for development and training regarding adult safeguarding and MCA

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

The Safeguarding Adults Review has highlighted the areas that we needed to focus on and provided a framework for making improvements. This includes supporting and providing clarity on how practitioners interpret and apply safeguarding policies as well as developing an improved offer for residents of Oldham through the integration of community health and social care services on a locality basis

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

The following face to face training has been delivered by Oldham Council during 2017/18:

- MCA – Basic awareness.
- MCA – Putting theory into practice.
- Safeguarding Adults – Basic awareness.
- Safeguarding Adults training for Enquiry Officers.
- Safeguarding Adults training for SAMs.

E Learning training on Safeguarding Adults, MCA and DoLS.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Workforce recruitment and retention issues are a challenge. Within the newly formed clusters we have tried to ensure we have the right staff in the right place with the right skill mix. However recruiting experienced Social Workers to undertake complex safeguarding investigations is a challenge. This workforce challenge is reflected across Greater Manchester and further work will be undertaken attached to the

Greater Manchester living well at home framework to address the challenges of recruitment.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

The implementation of the revised Adults Safeguarding restructure is key to being able to meet Oldham's Safeguarding Board priorities for 2019/20.

Oldham Clinical Commissioning Group

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Throughout 2018/2019 there have been further developments within the NHS to strengthen and embed safeguarding. NHS England, alongside the Royal Colleges launched Adult Safeguarding: roles and competencies for Health Care Staff, August 2018 (<https://www.rcn.org.uk/professional-development/publications/pub-007069>) that provides the details of the required level of training, knowledge and skills expected of each staff group within the NHS.

Within Greater Manchester, there has been a desire to standardise quality assurance across all NHS funded providers. The GM Safeguarding Standards tool has been embedded into all NHS funded provider contracts for 2018/2019 in order to gain assurance about the care being provided.

There continues to be concerns raised locally and nationally about the understanding and organisational application of the Mental Capacity Act. This has been identified particularly within the LeDeR programme (learning disability mortality review programme). As a result, NHS England is leading a national pilot to review the use of the Mental Capacity Act within acute hospital settings in first instance.

The safeguarding adults focus of your organisation during 2018/19.

The health and social care integration has been a focus and priority for 2018/2019. During this time, NHS Oldham CCG participated in a review of safeguarding adults systems within Oldham. There were 4 key areas of focus, these were: strategic safeguarding (including SAB), operational safeguarding processes, Mental Capacity Act and workforce development.

Oldham CCG takes a "Whole Family" approach to safeguarding children, young people and adults at risk. This is delivered through the Quality and Safeguarding Team and provides strategic leadership for safeguarding children, Children Looked After and adults at risk of harm across the Oldham health economy. The Designated roles provide leadership, quality assurance, training, supervision and specialist

clinical advice on safeguarding to the CCG, the Local Authority and the provider organisations, including Primary Care.

Oldham CCG continues to work alongside partner agencies to develop the model for integration of services within Oldham. There is a clear vision to achieve the highest standards of quality and safety and to embed safeguarding principles across the Borough.

The focus for safeguarding adults within the CCG throughout 2018/2019 has been to continue to drive forward the safeguarding agenda by improving the effectiveness of the SAB subgroups and ensure the multi-agency policies and procedures are utilised appropriately. The CCG Safeguarding team continue to invest considerable resource into the Safeguarding Adult's Board, demonstrating commitment as well as the desire to enhance practice.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

NHS Oldham CCG's achievements from 2018/2019 are:

- ✓ Established and developed the processes for assurance visits for Primary Care/large and smaller NHS commissioned providers
- ✓ Delivered a wide range of Safeguarding training to primary care and contributed to Multi-agency Mental Capacity Act training
- ✓ Recruited to a safeguarding administrator post to support the team and develop services
- ✓ Established a system for undertaking LeDeR reviews and ensuring the learning is shared with the multi-agency partnership. This included the delivery of a LeDeR learning event
- ✓ Co-location of health and social care safeguarding services has developed and improved relationships
- ✓ Chairing two of the SAB subgroups. The Safeguarding Adult Review (SAR) subgroup has continued to develop. The SAR subgroup is reviewing referrals on a regular basis now. One SAR was commissioned by the SAB and completed and the Designated Nurse co-ordinated the completion of 2 other outstanding SAR's. The Operational subgroup is aiming to progress with the development of a suite of multi-agency policies and procedures as well as discussion about operational areas for development.
- ✓ Quality Assurance – The safeguarding standards tool, designed by the Greater Manchester Safeguarding Collaborative, is within all NHS provider contracts. As a result the CCG Safeguarding team continue to review and monitor the completed self-assessment tools.

- ✓ Learning Disabilities - The Learning Disability Mortality Review (LeDeR) programme has been set up to improve the quality of health and social care for people with learning disabilities. Throughout 2018/2019, Oldham CCG received 11 notifications of deaths of people with learning disabilities within Oldham. The Designated Nurse Safeguarding Adults, with the support and engagement of the multi-agency partnership, has coordinated and led the completion of these reviews. Embedding the learning from the LeDeR programme is a key priority of NHS Oldham CCG.
- ✓ Domestic Abuse – 1 Domestic Homicide Review was had been submitted to the Home Office for ratification and a second review had been commissioned and completed. This has also been submitted to the Home Office.
- ✓ Prevent - NHS Oldham CCG is represented at the NHS England regional Prevent subgroup and the Oldham Prevent steering group. NHS Oldham CCG is dedicated to ensuring that the health economy is working in partnership with statutory services to protect vulnerable people who may be susceptible to radicalisation by violent extremists or terrorists. The aim is for Prevent to be embedded into training programmes, contractual monitoring and policy and procedure for all health providers as it currently is for NHS trusts. NHS England have developed a level 3 e-learning training package for health providers, this has been cascaded to all NHS funded providers.
- ✓ The Designated Nurse Safeguarding Adults continues to attend the Greater Manchester Pressure Ulcer Forum. The aim of this forum is to discuss prevalence, prevention of pressure ulcer and share good practice across Greater Manchester. It is also to standardise care and practice across Greater Manchester.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

NHS Oldham CCG has developed a training strategy for the CCG to provide a comprehensive programme of training to support primary care with all aspects of safeguarding practice.

NHS Oldham CCG safeguarding team have combined children's and adult safeguarding training in order to promote the "think family" approach from practitioners. This has been received positively and has developed the skills of the practitioners to consider the whole family when delivering care.

NHS Oldham CCG safeguarding team also delivered masterclass sessions to primary care staff throughout 2018/2019. These sessions were designed to be shortened sessions that were topic focussed. NHS Oldham CCG's safeguarding team delivered training on Mental Capacity Act, complex safeguarding and self-neglect.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Learning Disabilities – There are local processes in place with a steering group and panel established for the learning disability mortality review (LeDeR) programme. However it has been recognised that there are resource implications across the multi-agency partnership. This is being looked at from a local, GM and a national perspective.

Mental Capacity – Ensuring the Mental Capacity Act is embedded into practice remains a challenge across the Oldham multi-agency partnership. As a result, an MCA joint subgroup is being formed between children’s and adults safeguarding boards.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Integration and Safeguarding – NHS Oldham CCG is committed to the integration of services and will continue to work alongside partner agencies to ensure safeguarding is a key priority for the integration of health and social care services.

Transitions – NHS Oldham CCG is supporting the transitions arrangements from a SEND perspective and is mindful that there is a requirement for adult services to play a bigger role with children transitioning to adulthood. NHS Oldham CCG will be members of the joint transitions subgroup that will be established in 2019/2020.

Prevent – The Duty Guidance for Prevent outlines the legal duty of NHS Trusts to consider the Prevent strategy when delivering their services. The NHS standard contract also includes the requirement to identify a Prevent Lead and to embed Prevent duties into the delivery of services. Prevent is being discussed within the Think Family training sessions currently as well as raising awareness of the Prevent e-learning package for NHS funded care providers.

Making Safeguarding Personal – NHS Oldham CCG aims to ensure the highest quality, safe and effective health services are commissioned. In order to achieve this, the patient’s views and experiences need to be heard and be central to all activity. This is promoted throughout Continuing Health Care assessments.

Mental Capacity Act - An audit reviewing the practice of clinicians with regards to the Mental Capacity Act (2005) will be completed, with themes and findings disseminated across all health providers. The audit will target the decision making of Do Not Attempt Cardio Pulmonary Resuscitation. MCA training will continue with the aim of making sure the legislation is embedded into all aspects of care.

Domestic Abuse - Domestic Abuse is an adult and children’s safeguarding priority. NHS Oldham CCG aims to develop the contribution of primary care to this particular area of focus. Oldham CCG’s Safeguarding team plan to implement a pilot within primary care which will be aimed at routine enquiry by primary care practitioners. NHS Oldham CCG is currently reviewing the contribution from the health economy towards domestic abuse processes, particularly around information sharing and engagement with the Multi-Agency Risk Assessment Conference (MARAC). The aim will be to introduce an information sharing document that will provide a 2 way

flow of communication between MARAC and primary care.

Workforce Development – NHS Oldham CCG is committed to developing the workforce and enhancing safeguarding practice across the health economy. A safeguarding training programme has been developed for 2019/2020.

Greater Manchester Police

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

The HMICFRS conducted an inspection on how GMP deal with Crimes against the Older Persons. Out of the inspection came a number of recommendations including:

- NPCC/CPS – agree definition
- NPCC/COP – guidance on case quality and special measures
- NPCC – identify NPCC lead for adults at risk and develop strategy
- NPCC – review Crime Allocation Policy
- COP – Develop guidance and Training
- Chief Cons – victim needs assessments completed, conduct analysis of current and future demand and work with Mayor and partners to review victims support services
- Chief Cons/NPCC – review safeguarding referrals
- CPS – restraining orders, scrutiny panels

The safeguarding adults focus of your organisation during 2018/19.

Vulnerability is one of GMP's strategic priorities.

We are developing a new Adult at Risk Policy and looking to improve our response to incidents involving an Adult at Risk

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Scrutiny Panel

Ahead of the recommendations made by HMICFRS one of which was to hold Scrutiny panels, such a panel was held in July 2019 jointly with CPS and Victim Services Co-Ordinator.

- Whilst the report from HMICFRS appears bleak what should be recognised is the context behind the inspection:
- the dataset was restricted as there is no published crime data
- there are barriers to reporting
- Police referrals to CPS decreased
- CPS completed prosecutions decreased

Participation and engagement in the Domestic Violence Partnership and task and finish groups resulting from this, which has included being involved in a proposed GP Domestic Abuse Pilot and development of a policy around managing investigations with people in a position of trust

Contributed to the Quality Assurance & Audit Sub Group Single Agency Audit around Neglect

Continued working with partners in the MASH and development of a Daily MASH meeting to discuss high risk incidents at an early stage to provide better outcomes.

Ongoing work to improve the quality of referrals and a nominated lead for Adults at Risk (PS Chadwick)

Participation in Safeguarding Adult Reviews

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

GMP have delivered Continuous Professional Development training to the workforce around Vulnerability and Mental Health to frontline officers

GMP offer a Specialist Adult Abuse Investigators course over 10 days aimed at investigators with responsibility to manage vulnerable adult investigations

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

IOPS – in July 2019 GMP implemented a new computerised system which due to technical issues, some of which were beyond our control and user familiarity, impacted on capability to utilise the new IT system. The outcome of this has been an increase in retained workload, blockages in sharing information and decreased referrals through the appropriate pathways.

Strategy Meeting Attendance – GMP implemented a new way of working in order to overcome demand given the diminishing resources which was known as Independent Safeguarding Review. This entailed collapsing the previous Public Protection Units and merging all the detectives into one office to become omni-competent. One of the disadvantages of this was that previously there had been a Vulnerable Adults Triage desk which dealt predominantly with the incidents and investigations of Vulnerable Adults. However with the implementation of ISR and investment into the MASH this has led to difficulties in attending Strategy Meetings

for Adults.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Focussing on the recommendations made by the HMICFRS, and the learning from SARS and the Scrutiny Panel in relation to Crimes against Older People in line with Focus on Prevention, Safety and Wellbeing and Effective Partnership Working

Northern Care Alliance Acute

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Making safeguarding personal.
Mental Capacity Act.
Domestic Abuse.
Prevent.

The safeguarding adults focus of your organisation during 2018/19.

Continued training for staff on Mental Capacity principles and application.

Deprivation of Liberty safeguards – supporting staff to recognise and appropriately request authorisations for those patients who meet the Acid Test.

Prevent – utilisation of the NHS England Prevent e-learning training for staff with supplementary face to face training sessions.

Domestic Abuse – Safeguarding team attending and supporting the MARAC process. Participation in the SAB Domestic Abuse audit.

SAR's/DHR's – continued support and engagement in these reviews and the sharing of lessons learned across the Alliance.

Section 42 Enquiries – partnership working with local authority colleagues to ensure safeguarding concerns are investigated in a timely manner, action plans are effected and completed, and lessons learned are shared across the Alliance.

Staff recognition of and response to safeguarding concerns with appropriate referrals to social care. Increase of 29% across the NE Sector on 2017-2018.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

MCA – increased awareness and application of MCA in practice. An increase in the number of Best Interests discussions/meetings taking place.

DoLS – an increase in the number of authorisations sought by staff for patients 157 2017-2018, 402 2018-2019 an increase of 61%.

Domestic Abuse – Safeguarding team continue to attend and support the MARAC process. Participation in the SAB Domestic Abuse audit.

Section 42 Enquiries – Safeguarding team supported enquiries with an increase of 49% in 2018-2019 across the NE Sector in comparison to 2017-2018.

Increased staff recognition of and response to safeguarding concerns with an increase of referrals (29%) across the NE Sector on 2017-2018.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

Level 3 safeguarding adults training – A full day session incorporating MCA, Domestic Abuse, making safeguarding personal, recognition of and response to safeguarding concerns. Using local SAR's and DHR's as examples and case studies.

Mental Capacity training sessions and ward based visits to discuss and apply the principles in practice.

Human trafficking workshop/training event.

SAR and DHR 7 minute briefs shared with staff via training and safeguarding adult's intranet pages.

Homelessness duty shared with staff via Trust newsletter and safeguarding adult's intranet pages.

Refresh of the ward MCA/DoLS packs (tools and guidance for staff).

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Prevent – ensuring appropriate staff are trained to recognise and respond to concerns.

Domestic Abuse – Training on completion of DASH risk assessment for appropriate staff e.g. A&E's with a planned roll out to other staff groups.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Embedding making safeguarding personal.

Continued embedding of the MCA in practice.

Continued work with staff on recognition of and appropriate domestic abuse referrals.

Ensure appropriate staff are trained to recognised and respond to concerns about radicalisation.

The National Probation Service North West

Our Achievements

As part of the NPS North West Business plan 2018/2019, 2 key objectives were identified in relation to adult safeguarding;

- Prisoners having access to benefits and accommodation on release
- Improving provision, especially suitable accommodation, which meets health needs of elderly offenders

2018/19 has focused on addressing the needs for homeless individuals and our contribution to homelessness reduction continues, especially for those who present with complex dependences. Given previous concerns pertaining to deaths in custody where service users have taken their own lives, the NPS North West continue to monitor developments resulting from a project led locally, around the area of recalls to custody and Nisha Bakshi is leading on a review for effective licence management currently.

All staff have now completed mandatory e-learning on Safeguarding Adults, Safeguarding Children and Domestic Abuse. The introduction of Continuous Professional Development days in Oldham, which are mandated for all practice staff, has seen additional sessions focusing on Human Trafficking and Modern Slavery, as well as findings from SARs – both local and national. Attendance is monitored and to date, over 95% of staff across the Bury, Rochdale and Oldham cluster have completed Safeguarding Adults training. Additionally, we benefit from the input of the Insight Personality Disorder team who continue to enhance the skills and knowledge of our staff groups via formulation development, reflective discussions and the psychotherapist who leads on professional development groups monthly. We have introduced a tracker for attendance at the latter to ensure that staff prioritise their learning and development. Sessions to date have focused on Complex Mental Health Diagnoses: Bi-Polar Disorder; Borderline Personality Disorder; Schizoaffective disorder; Adjustment Disorder, Adult Attention Deficit Hyperactivity Disorder and Post Traumatic Stress Disorder; Attachment Theory and the use of genograms to help in the understanding of this; anger, hostility and aggression; working with people who sexually offending and denial.

The national serious organised crime strategy was launched in November 2018, which was incorporated into a learning event within the cluster which included discussions pertaining to the exploitation of vulnerable adults both in the community and custody and safeguarding responses. Similarly at another CPD event we focused on extremism and right wing activity in particular, alongside the impact of radicalisation. Briefings re changes to the Pathfinder process re extremism cases, as well as amendments to Terrorism Act legislation were also delivered to staff .

We now have suicide prevention SPOCs in each of our cluster offices including Oldham. As well as local awareness raising activity, they are currently leading on localised responses via learning from SCRs and deaths under supervision, with a view to developing a briefing event which will take place later in the year. We have had one member of staff commended for their work in preventing a suicide attempt in Oldham. This builds upon work which commenced last year to develop coherent practice guidance for staff.

The NPS contributes to the early identification of care and support needs for an offender in the community, as well as cases where an offender who is a carer, needs support themselves. Making Safeguarding Personal briefings last year and a repeat of these continue to place Adult Safeguarding at the forefront of people's minds.

A new maturity pack for working with young adults has recently been launched. This is a mandated package of work which can be tailored to meet individual need and risk and will be subject to quality assurance activity later in the forthcoming year. The NPS second two part time (one full time equivalent) Probation Officers into Oldham Youth Justice Service to work with all transition cases.

There is ongoing engagement with PREVENT/CHANNEL (This is support for those at risk of radicalisation).; MARAC (risk conferences linked to high risk domestic violence cases) and the NPS maintain local co-ordination and responsible authority chairing of Multi Agency Public Protection Arrangements. Training has been undertaken in Oldham for Duty to Co-operate agencies and MAPPA Chair Training for GMP colleagues who are a Responsible Authority, has also been refreshed during the year. Moving forward it is hoped management oversight of MAPPA level 1 cases will be incorporated into risk meetings within the Engine Room.

Our plans for 2019/2020

Moving into next year there will be professional development sessions focusing on Transactional Analysis; working with life sentenced prisoners; hopelessness in clients and in you; learning from lived experience - *Service User Network presentation*; community based psychological interventions for Personality Disorder; Substance misuse – Chemsex then alcohol and offending. A further CPD session

will focus on identification and response to self neglect in adults and the Mental Capacity (Amendment) Act 2019.

All staff will undertake training in respect to suicide prevention over the forthcoming year, alongside ongoing engagement with Oldham Suicide Prevention Group.

It is envisaged that work developed in Rochdale to develop a mental health support group can be replicated in Oldham by winter 2019, practice staff keen to establish this given numbers of individuals requiring support and not being able to access other group settings due to risk of serious harm, or general engagement issues. The group in Rochdale has sustained numbers and the feedback from service users as to reductions in social isolation, anxiety and accessing health provisions is viewed as a success by all.

Adult learning services have recently agreed to provide health and wellbeing sessions for service users, with a view to expanding other learning opportunities should there be the demand.

We hope to place staff to work on a co-located basis for some of each day into the Engine Room, developing greater collaborative approaches to working with the most complex and high risk individuals in Oldham.

A quality assurance exercise will take place with regard to transitions from YOS to probation provision in the autumn of 2019, this will seek to review the implementation of the Transitions Protocol and identify any barriers to progressing effective working practice in this area.

Following QA work and HMIP findings pertaining to accommodation issues, there will continue to be a focus on reducing homelessness and a QA exercise will take place to ensure pro-active planning is taking place to prevent homelessness or address it at the earliest possible stage. Collaboration with CRC colleagues delivering Through The Gate provisions will be key to this work as well.

Age UK Oldham

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Managers at AUKO continue to attend and take part in the safeguarding sub groups which include: Prevention and Wellbeing, Policies and Procedures and the Serious Case Review Board. The CEO has a place on the Adult Safeguarding Board.

During this year the CEO and the Care & Support Services Manager have attended a series of workshops facilitated by Oldham Cares as part of the Oldham Cares Community Health & Social Care commissioned Safeguarding Review process 2018/19. One of the work streams which focused on Safeguarding Investigations and the importance of the enablers to safeguarding investigations e.g. system, business support etc. An opportunity which provided our organisation to feed into the process and present the view of the service users and their families and give the

perspective of people who stand outside the care system.

The safeguarding adults focus of your organisation during 2018/19.

AUKO have continued to provide regular safeguarding updates and in house refresher training courses for all staff and / or volunteers who are working in our offices, out in the community and at our day centres and lunch clubs.

We have given a specific focus this year and commissioned a bespoke safeguarding training programme for Contractor Staff who work as an additional service to our Handyvan team. This training was aimed at staff who are trained tradesmen but who have no knowledge of safeguarding procedures and whose main role is to carry out repairs and building work outside the scope of our Handyvan Service. Any work carried out by the contractors has the full back up and guarantee from our organisation. The Contractors received thorough and robust checks before we enter into a contact with their company. Safeguarding training is a very important factor as part of their induction to our organisation. All are trained to be very sensitive and aware when entering a property to be respectful but vigilant of other people's lifestyles and how to use their instinct, where necessary, to report back to our managers when they felt '**that something just didn't feel right**'. Often it can be a tradesman who first comes across 'an older person struggling', 'very poor living conditions including a cold property', 'concerns have they have found a large amount of money in an airing cupboard', 'people unable to use parts of the property for various reasons including mobility, dilapidated conditions' and people who are very isolated and are vulnerable as a result. Often people are not known to any statutory services and are in need of differing levels of support to keep them safe.

This year we also sourced bespoke training for the organisation's Board of Trustees which will fit with their strategic role within the organisation.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Co-development of the 'Rats in the Sofa' performance which provided a very real and thought provoking event.

Continued to raise awareness and provide up to date safeguarding training for our Trustees, staff, volunteers and contractors across the organisation.

Taken part in a series of safeguarding workshops as part of the local authority commissioned review of safeguarding.

Developed an organisational safeguarding link policy and in house referral form and process.

Incorporated 'Modern Slavery' into our in house link safeguarding policy as a result of the changing dynamics in the town.

Continued to attend Adult Safeguarding Board and Sub Groups which provides our managers with the opportunity to work with other partners from a range of agencies – all with their own specific services and roles from statutory services and the third sector. This not only gives our staff the opportunity to be part of the local safeguarding developments and benefit and learn from the experience of other agencies but also to be able to provide the perspective of our own client groups and services.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

Making Safeguarding Personal – all in house safeguarding training which has been delivered and this ethos is clearly embedded into both the organisation safeguarding link policy and referral form the need to ensure that all staff are asking when recording any safeguarding concerns 'what is the outcome people would want to achieve as a result – what would a good outcome for them look like'.

Prevention and Wellbeing - As part of the newly formed Prevention and Wellbeing subgroup AUKO and Health Watch have co developed a presentation / training event by way of a live performance '**Rats in the Sofa**' which has been based on an incident which was witnessed by one of our staff when providing a home visit for a gentleman living in the community. This presentation was very powerful and clearly demonstrated that there are people still 'slipping through the system' who are at high risk to themselves despite being deemed to have 'capacity' to 'make unwise choices'. These are the people who do not engage with services and quietly go unnoticed but nonetheless are at risk.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Priority 1. Prevention and Wellbeing – challenges can occur and sometimes difficult for front line staff in partner organisations to report their concerns to statutory services. Can be difficult for referrers who are very concerned being informed when they are reporting a concern that '**the person has full capacity**' '**the person is making an unwise choice**' – this can be the case but staff still feel that person is still vulnerable and could be at risk. Often no other guidance given to referrers at this point.

Priority 4. Integration and Safeguarding – has brought its own challenges for partner organisations, particularly the voluntary sector whose staff have the similar

responsibility in their roles as local authority staff. Changes to the existing safeguarding team structure, changes in reporting and the lack of clarity on occasions from the local authority regarding who and where to report a safeguarding concern in the first instance. The absence of a partner referral form creates poor communication channels for both reporting and feedback purposes. At this time referrals being reported by telephone and emails – no structure from the local authority to report back to the referrer, where appropriate, if only to acknowledge the concern and reassure the referrer the concern is being dealt with.

Priority 6. Prevent – challenges faced by lack of inclusion or notification for the partner agencies to attend safeguarding training events provided by the local authority since workforce development ceased to exist.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

To ensure that staff and volunteers update their MCA training in line with the amendments which have taken place.

To continue to develop our staff and volunteers' opportunities in their roles and to source and provide safeguarding training at the appropriate levels for specific job roles.

To continue to attend and take part at the Safeguarding Board and the Sub Groups we have membership on. This is a valuable opportunity for our organisation and ensures that our service user's voices are heard and that our organisation can learn and benefit from the expertise of other services who attend.

To keep up to date with Integration Agenda in Oldham and the changes and challenges which may arise as a result to partner organisations.

AUKO Residential Review Team will continue to support Oldham Cares as necessary at safeguarding cases conferences and meetings where issues / concerns have been raised in relation to older people living in care homes.

Mio Care

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

- Following the implementation of robust recording and reporting procedures, MioCare Group have developed the way in which accidents, incidents and safeguarding concerns are reported at Board level for oversight and scrutiny. This has enabled in depth root cause analysis and the monitoring of appropriate actions being taken i.e. reports to Oldham Council and CQC. We have also been able to assess the severity and risks associated with incidents such as medication errors; gaining a much better understanding of themes and trends whilst enabling us to identify actions and learn from what the data is telling us.
- Additional scrutiny has also been provided by Oldham Council which has resulted in an internal audit of safeguarding practices; this highlighted good practice as well as recommendations on which we can continue to develop and improve.

The safeguarding adults focus of your organisation during 2018/19.

- As above

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

- A 'Good' rating in the domain of safe in 3 recent CQC inspections (Reablement, Extra Care Housing and Supported Living/Shared Lives)
- 15 employees have completed a CACHE level 2 qualification in Safeguarding and Dignity
- 19 employees have completed a CACHE level 2 qualification in Mental Health
- 6 employees have completed a CACHE level 2 qualification in Equality and Diversity
- The Learning Disability Service has been successful in achieving the Autism Accreditation (via the National Autistic Society) for the second time
- Medlock Court have achieved the Certificate of Excellence which acknowledges high quality practice in relation to infection prevention and control

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

- Safeguarding remains a mandatory training course for all MioCare employees, including those who are not directly delivering care such as Business Support Teams
- The training offer has been extended to include a CACHE level 2 in Safeguarding and Dignity; to date 15 employees have completed this qualification and we will deliver a further session in 2020 to meet demand
- CACHE level 2 Mental Health Training and CACHE level 2 Equality and Diversity Training has also been provided. This has resulted in 25 employees becoming champions in these areas with the aim of providing support to their colleagues and service users and ensuring that people are kept safe
- Staff within Supported Living have undertaken Forced Marriage Training which included Prevent; this was to ensure that safeguarding remains personal to an individuals identified needs and that staff are well equipped to support them effectively

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

- Transitions from children's services into adult learning disability services continues to be a challenge for MioCare. We feel that assessments and associated preparation and planning needs to be started at a much earlier stage to allow for well thought out profiling and matching to accommodation and/or carers
- Limited numbers of allocated care managers can have a negative effect on the timeliness of provision, strategy meetings and actions being agreed and completed

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

- To develop the service user voice in making safeguarding personal and evidencing whether people feel safe and that we are responding to their individual needs
- To develop the role of Safeguarding Champions (these are the people who have achieved a level 2 qualification) with a view to sharing learning, action plans and good practice across the Group
- To work with other agencies to develop and embed effective and efficient processes in relation to the transition from children's services to adult social care

Public Health

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

- Reduce E.Coli blood stream infections especially urosepsis;
- Reduce the spread of infection in order to reduce Antimicrobial resistance by lessening the use of antibiotics;
- Implemented the Oral health NICE Guidelines for care Homes via Oral health Audit;
- Commissioned an Oral Health Improvement Programme to skill up the Care Home/Dom Care// hospice and secondary care workforce to reduce aspiration pneumonia;

The safeguarding adults focus of your organisation during 2018/19.

Reducing Health Care Associated Infection/Sepsis through supporting initiatives to reduce urinary tract infections (UTIs) with both Care Homes and GP Practices.
Reducing Community Acquired Pneumonia & Hospital Acquired Pneumonia

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Health Protection Team worked on:-

- Partnership work with Lancaster House around catheter and continence care to all Care Homes in Oldham;
- Produced UTI resource packs to both Care Homes and General Practice;
- Undertook IP&C Certificate of Excellence Training (which included IP&C, Sepsis Awareness, Flu Campaign to improve uptake of influenza vaccines in frontline staff commissioned by Oldham Cares) to all Care Homes to ensure that practices reduce infections to their residents/clients;
- Awarded the Certificate of Excellence Award to 11 Care Homes;
- Continued to audit Care Homes against the H&SC Act, Hygiene Code and CQC Key Lines of Enquiry;
- Supported the improvement of the uptake of influenza vaccine to all frontline staff to protect residents/clients and the wider population.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

See above

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Care Home staff not engaging with IP&C workshops/Certificate of Excellence to minimise infections

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Ensure Safeguarding Adults is a Key Part of the Integration Agenda around Care Homes therefore working more closely to Quality Monitoring Team in Oldham cares.

Positive Steps

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Our involvement in the Prevention and Wellbeing sub-group this year has been positive and enabled us to focus on this area of practice. We have been able to share our experiences of safeguarding, particularly from delivery of Early Help support with adults.

The safeguarding adults focus of your organisation during 2018/19.

Historically Positive Steps have been a young people and families organisation and our policies have reflected this. This year we have reviewed our Safeguarding policy to ensure a greater focus on safeguarding of vulnerable adults and to emphasise that this is the responsibility of all staff in the organisation.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Through our involvement in the Suicide Prevention group we have increased partnership-working around the safeguarding of vulnerable adults who are at risk of suicide. Positive Steps' Early Help staff now work alongside TOG Mind and Pennine Care staff as part of the Oldham Safe Haven. The joint training programme and partnership-working have increased confidence and competence within the organisation at working with people who present a risk of suicide.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

The Positive Steps Safeguarding Management group meets quarterly to share and embed learning from local and national safeguarding but also to understand patterns seen at Positive Steps in relation to safeguarding. This group now has a focus on adult safeguarding as well as children and families.

We have worked with partners in Early Help to test a "Hoarding toolkit" which would support workers to assess and support people who may be at risk of self-neglect and/or hoarding.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

We have assessed that our staff need Safeguarding Adults training to be able to effectively identify potential abuse or neglect and to be able to act on this. We had hoped that this would be available through the Local Safeguarding Adults Board, however this has not as yet been possible.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Given the above challenge, we are now trialling e-learning in Safeguarding Adults and will hopefully be rolling this out to all staff in 2019-20.

Greater Manchester Fire and Rescue Service

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

What we have learned over the past few years, through our investigations into our fatal fires, is that fire risk and poor health outcomes have factors in common, such as:

- Alcohol, smoking, drugs and prescribed medication
- Living alone
- Mobility issues
- Mental health

We work to reduce this fire risk by undertaking Safe and Well visits, which are a person-centred fire risk assessment providing fire safety advice and interventions tailored to the needs of the household, in order to reduce the risk of fire in the home. We also work with partners represented on the Safeguarding Adults Board in order to identify those at highest risk and provide the advice and support to improve safety.

The safeguarding adults focus of your organisation during 2018/19.

Greater Manchester Fire & Rescue Service (GMFRS) continues to work collaboratively with the local authority and partner agencies, including GMP, Pennine Care NHS Foundation Trust, Age UK, and local housing providers. Our primary aim is to reduce the risk of harm from fire to those most vulnerable within the community.

Our safeguarding responsibilities include regular attendance at the Board in order to provide support and challenge to the partnership, to ensure we are effectively responding to the abuse and neglect of adults at risk, and potential increased fire risk. We also support other work streams, including domestic abuse, community safety and health & wellbeing.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Review of existing GMFRS Safeguarding Policy & Procedure carried out.

GMFRS continues to embed the principles of MSP and MECC within GMFRS culture, policy and practice.

Extensive partnership work has continued across the borough, in support of the GMFRS Safe and Well referral pathway, with organisations such as Adult Social Care and Pennine Care, NHS Foundation Trust.

Over 1,670 Safe and Well visits have been undertaken in the Oldham area during 2018/19 (1,450 by operational firefighters, and 223 more complex visits undertaken by Community Safety Advisors).

GMFRS Safeguarding Policy Review and Operational Groups have met quarterly to provide support for the Service's cohort of Lead Designated Safeguarding Officers, to increase effectiveness and support compliance of safeguarding activities, and to capture emerging trends and legislative changes from local Safeguarding Boards.

GMFRS staff now complete mandatory annual Safeguarding e-learning training.

GMFRS has continued to work closely with GMP and partners such as Oldham IDVA, as a result, 147 referrals for priority arson threat Safe and Well visits were received during 2018/19. A priority visit can include the fitting of additional smoke alarms and letterbox protection, and the provision of advice on how to reduce the risk of arson and accidental fires. GMFRS aims to carry out priority Safe and Well visits within 24 hours of receiving the report of an actual threat of fire related crime or violence, or an attempted attack or a threat to kill.

GMFRS continues to recognise importance of working closely with or alongside staff from partner agencies and services e.g. GMFRS Crime & Disorder Co-ordinator embedded in Greater Manchester Police (GMP) Operation Challenger / A Station Manager embedded within North West Counter Terrorism Unit.

GMFRS Fatal Fires Working Group has met quarterly to ensure all fatal fire deaths within GM are reviewed to identify and share good practice, discuss case studies and emerging trends, identify risk factors present and follow up action undertaken, identify areas for learning or development, and review inquest results for the previous quarter / issues raised by the Coroner.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

- Designated Safeguarding Officers
- Safeguarding Adult Managers

- Domestic Violence and Abuse
- Mental Health First Aid
- Act Awareness
- Trans and Gender Awareness
- Prevent Awareness
- GMFRS Inclusivity e-learning module

Oldham Community Safety Advisors have also attended a number of free training / awareness sessions delivered by a variety of partners, including:

- Hoarding Awareness
- Friends Against Scams
- Get Safe Online
- Making Every Contact Count (MECC)

Safeguarding lunchtime learning sessions have taken place on a quarterly basis, covering topics

such as:

- Countering Far Right Hatred and Division
- Child Sexual Exploitation
- Domestic Violence and Honour-Based Abuse
- Extremism and Radicalisation
- Surviving and Thriving in the Workplace

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

The Oldham Community Safety Team continues to operate at reduced capacity when compared with the permanent establishment (in relation to the number of Community Safety Advisors), and will continue to do so until the outcome of the GMFRS Programme for Change is known.

Organisational challenges are also present in relation to cascading of new Safeguarding training and themes which don't form part of the on-line level 1 e-learning package.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

Existing GMFRS Safeguarding e-learning training will be updated in conjunction with Barnados.

Efforts continue towards GMFRS becoming a dementia friendly organisation. For example, when GMFRS now refurbish or build, a new community fire station or other building, every effort is made to ensure that it is dementia friendly as far as is reasonably practicable, including signage, floor coverings and colour schemes.

GMFRS will continue to be represented at the National Fire Chief Councils (NFCC) Assistive Technology working group where assistive technology available to reduce the risk of fire and improve the safety of people living with dementia is considered, and recommendations are made for new technologies to be trialled.

Specific Domestic Violence Guidance (an addition to the existing GMFRS Safeguarding Policy), has now been drafted and following feedback from Women's Aid, will be taken to the GMFRS Safeguarding Policy Review Group for approval.

Following a roll out of safeguarding awareness sessions to operational staff, it is envisaged there will be an increase in the number of adult safeguarding referrals.

The GMFRS Programme for Change OBC highlights a requirement to review our Safe and Well offer.

Turning Point

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

Since the last report submitted in August 2018 ROAR is now fully integrated and operational within Oldham and Rochdale.

The model outlined within the report has been fully implemented. After an initial 'settling in' period and the usual turnover of staff following the TUPE process the service is performing to a high standard across the externally monitored KPI's.

ROAR is working in partnership across both areas with both statutory and voluntary services with the aim of safeguarding adults.

ROAR safeguarding lead, Jackie Hall, attends safeguarding meetings within both areas as well as having delivered training and regular updates to the team and circulates Safeguarding meetings on a monthly basis.

The latest copy is attached.



ROAR Newsletter
November 19 DV.pdf

The service was CQC inspected in July 2019 and was rated overall as 'Good' with a rating of 'Outstanding' in the Well Led category.

A summary of the report can be accessed via the link below.



ROAR CQC
Summary 091019.pdf

The safeguarding adults focus of your organisation during 2018/19.

The safeguarding adults focus for ROAR will be to develop and build upon those highlighted in the 2017/18 report, see below;

Turning Point ROAR has a dedicated FT safeguarding lead to assist in delivering Turning Point's Substance Misuse strategy.

This post holder assists the Senior Operations Manager and wider staff team in leading, developing and coordinating Children and Adult Safeguarding practices across Rochdale and Oldham Active Recovery, to ensure the delivery of high quality, innovative and effective care.

Inducting new staff using the Safeguarding Lead Checklist.

Chairing Safeguarding Meetings.

Management & review of the service safeguarding log using a Multi-Disciplinary Team approach.

Oversight and management of the service Safeguarding Audit and Safeguarding specific action-plan.

Strategic oversight of Safeguarding Pathways including agreeing information sharing protocols and developing process diagrams.

Liaising with local and Children and Adult Safeguarding Boards.

Delivering Safeguarding coaching and training for all staff and when required to external partners.

Liaison with maternity services to provide pre-birth plans.

Monthly reviews of clients with specific safeguarding needs and concerns.

Facilitating occasional best practice developments forums, ensuring that learning is shared.

Ensure that safeguarding processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligation.

The roll out of FASD Interventions to our client group by our team of FASD champions.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

Focusing on workforce development in particular but across most of these themes:

Turning Point has reviewed and updated its safeguarding for managers and safeguarding training for frontline staff.

Turning Point also has a designated Safeguarding lead in each service- with links to other safeguarding leads in other services.

Turning Point has a Prevent lead organisationally and we plan to raise the profile of Prevent across substance misuse services following some very positive involvement with Channel in other areas.

We have specific MCA training for substance misuse services

We have safeguarding logs for each service and review meetings which provide organisational QA systems with review/audit from R+A as well; this covers performance management too.

Locally we have established strong and consistent links to MARAC and we ensure fortnightly attendance at MARAC across Rochdale and Oldham.

ROAR is part of an FASD pilot with Greater Manchester Health & Social Care Partnership and staff have received appropriate awareness training and support so that interventions can be delivered to our client group by our team of FASD champions.

A FASD Awareness Day was held in the services on the 9th September 2019.

The self-neglect screening tool has been rolled out to staff across both Oldham and Rochdale.

ROAR supported the successful 'Rats in the Sofa' production, a play delivered by a theatre company working with vulnerable adults.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

Turning Point has delivered a range of safeguarding specific training for staff since 1st April 2018, including face to face training on;

Duty of Care and Handling Incidents Awareness.

Equality and Diversity Awareness.

Handling Information Awareness Inc. GDPR.

MCA Awareness.

Safeguarding Awareness.
Safeguarding Workshop Level 2.
FASD Awareness and Interventions.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

Prevention and wellbeing - developing and embedding substance misuse preventative work in early help services across ROAR in partnership with early help services

Transitions- full participation in SAB + LSCB work stream on transitions and contribution to work with this sub-group. Turning Point have appointed a full time transitions worker to take this work forward across ROAR with early help and young people's services (Early Break and OASIS) in both authorities.

Making Safeguarding Personal – Training and development as a continuing need and challenge in making safeguarding personal.

The key challenge for us will be to ensure a personalised approach that enables safeguarding to be done with, not to, people.

Embedding MSP into staff and recovery workers mainstream work and achieving better outcomes for people needing care + support who have experienced abuse or neglect.

Ensure our practice focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'.

Implementing a full range of recovery and psycho-social programmes utilising specialist substance misuse intervention skills rather than just 'putting people through a process'

Domestic Abuse- ongoing specialist training for recovery workers and embedding DA work in all case work.

Prevent- improving identification and reporting where appropriate and further prevent training for substance misuse staff.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

As in the section above plus the addition of the development of family interventions across ROAR.

Developing provision for family interventions across ROAR Family and Carer offer/ pathway.

5 step family intervention and other family/carer offer identified.

5 Step training for identified ROAR Recovery Worker's, Volunteers and PSI Staff

The delivery of regular FASD interventions to our client group via the ROAR FASD champions.

Pennine Care Foundation Trust

Local and national developments for your organisation in respect of safeguarding adults during 2018/19.

- Pennine Care NHS Foundation Trust (PCFT) is committed to ensuring safeguarding is part of its core business and recognises that safeguarding adults is a shared responsibility with the need for effective joint working between partner agencies and professionals.
- Safeguarding adult training has been revised to ensure it is compliant with the Intercollegiate Adult Safeguarding: Roles and Competencies for Health Care Staff Framework

The safeguarding adults focus of your organisation during 2018/19.

- PCFT focus has been to offer support, advice and guidance to staff to be able to recognise and respond to safeguarding concerns with a particular focus on the inpatient setting.
- During 2018/19 PCFT Safeguarding Team has focussed on ensuring lessons from multi-agency learning reviews are understood by staff and have a positive impact on practice.

The progress and achievements your organisation have made in respect of safeguarding adults during 2018/19

PCFT intranet Safeguarding page has been reviewed and includes direct links to Oldham Adult Social Care and Oldham Adult Safeguarding Board to allow staff to easily access relevant information to support safeguarding practice.

The internal training and information sharing delivered by your organisation in respect of safeguarding adults during 2018/19?

PCFT continues to deliver Level 3 adult safeguarding training within Oldham. Staff can also access L1 and L2 adult safeguarding training via e-learning. The Trust adopts a blended learning approach to safeguarding and therefore to support the mandatory requirement additional methods are adopted such as '7 minute briefings' and 'lunch and learn'. Bespoke training sessions covering safeguarding and pressure ulcers have been delivered.

PCFT staff are encouraged to attend multi-agency training provided within the borough. PCFT staff have also delivered multi-agency 'Toxic Trio' training within the borough.

Prevent remains a key priority for PCFT and the statutory duty to work with partners is well established. At the end of 2018 91.2% of staff have received Prevent training

which is above the 86% overall NHS performance.

The challenges faced by your organisation in respect of safeguarding adults during 2018/19 (Linking to the Safeguarding Adults Boards priorities).

- Prevention and wellbeing
- Transitions -
- Making Safeguarding Personal – it is challenging to identify evidence to provide assurance that MSP principles are being implemented within the current patient records where there has been a safeguarding concern.
- Integration and safeguarding
- Domestic abuse – PCFT is not able to identify if service users are routinely asked about domestic abuse and therefore there is not a consistent response to recognition and disclosures.

The main priorities for your organisation with regard to safeguarding adults during 2019/20 (linked to the SAB Business Plan priorities).

- Prevention and wellbeing
- Transitions - development and delivery of Level 3 safeguarding families training to support the 'Think Family' safeguarding agenda which incorporates adult safeguarding training to support transitions between child and adult services and between different adult services within PCFT
- Making Safeguarding Personal – to consider how MSP can be evidenced within safeguarding enquires for PCFT service users in order to provide assurance.
- Integration and safeguarding – to ensure staff are trained and supported to respond effectively to safeguarding concerns and statutory enquiries.
- Domestic abuse – identified during 2019/20 as a priority area for PCFT to include planning training for staff and policy development.
- Prevent – to review PCFT Prevent Policy to ensure it reflects current requirements and practice.