

7<sup>th</sup> July 2020

# Health Scrutiny Meeting



# Dr Henri Giller

Independent Chair

Children and Adult Safeguarding Partnerships

# Introduction

During the presentation we'll cover:

- **Overview and context of Covid-19 and Partnership assurance process**
  - Weekly meetings
  - Risk registers
- **Children and Adult Partnership response to Covid-19**
  - Social Care
  - Health
  - Police
- **Children and Adult Partnership business – six monthly update**
  - Business Plan and priorities
  - Common areas of business
  - Partnership arrangements

# Overview of the Partnership Assurance process relating to Covid-19

- **Safeguarding** remains Oldham's top priority. Oldham has been swift to respond to the Covid crisis through the creation of multi-agency Gold, Silver and Bronze Command meetings. These meetings provide a platform for the sharing of daily and weekly data and trends which have been key to understand the impact of the pandemic in Oldham and mobilise the coordination and reconfiguration of services across the system.
- Aligned to the Command meetings, both the Safeguarding Adults Board and Safeguarding Children's Partnership have set up Covid Safeguarding Assurance meetings on a weekly basis. The Assurance meetings risk assess safeguarding trends and gather weekly information from key agencies to ensure that intelligence led measures are in place to mitigate the risks.

# Jayne Ratcliffe Hayley Eccles

Deputy Managing Director Health & Adult Social Care Community Services  
Head of Strategic Safeguarding

# Oldham Adult Strategic Safeguarding Service



**Debbie Dooley**  
Detective Superintendent  
Oldham, Rochdale, Tameside

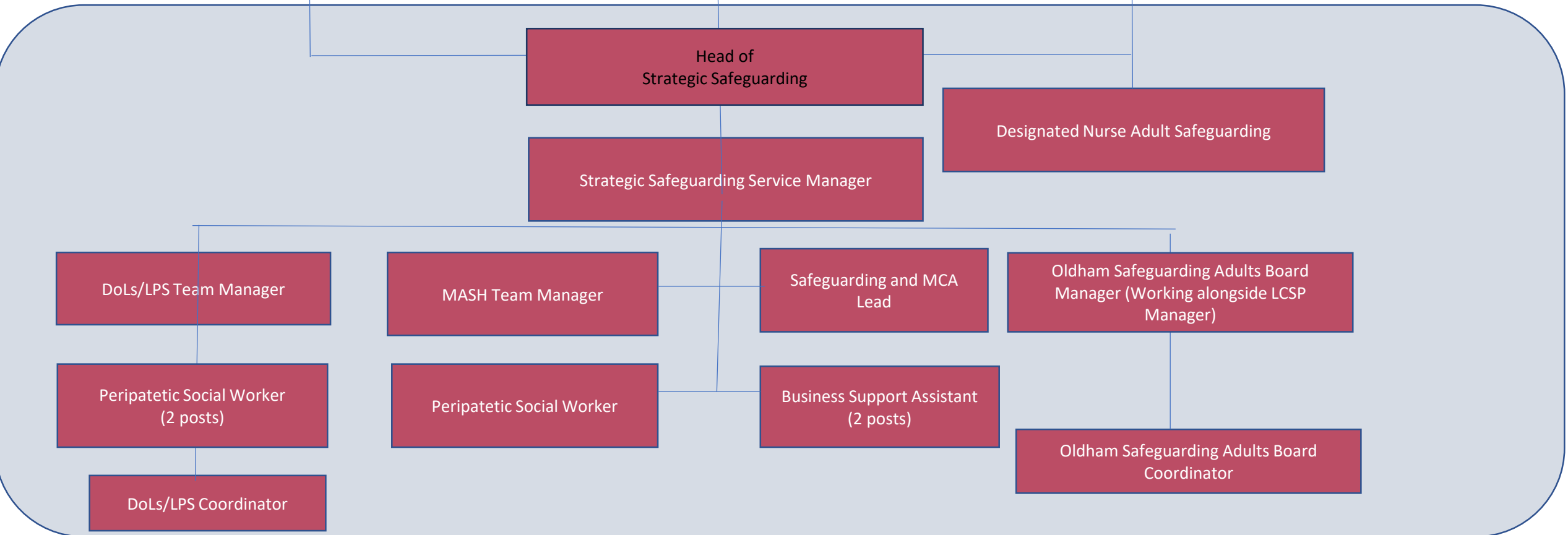
**Mark Warren**  
DASS and Managing Director Health & Adult  
Social Care Community Services  
Oldham Council / NCA

**Claire Smith**  
Director of Nursing and Quality  
Oldham Cares

**Philip Key**  
Detective Chief Inspector  
GMP

**Jayne Ratcliffe**  
Dep. Managing Director H&ASC

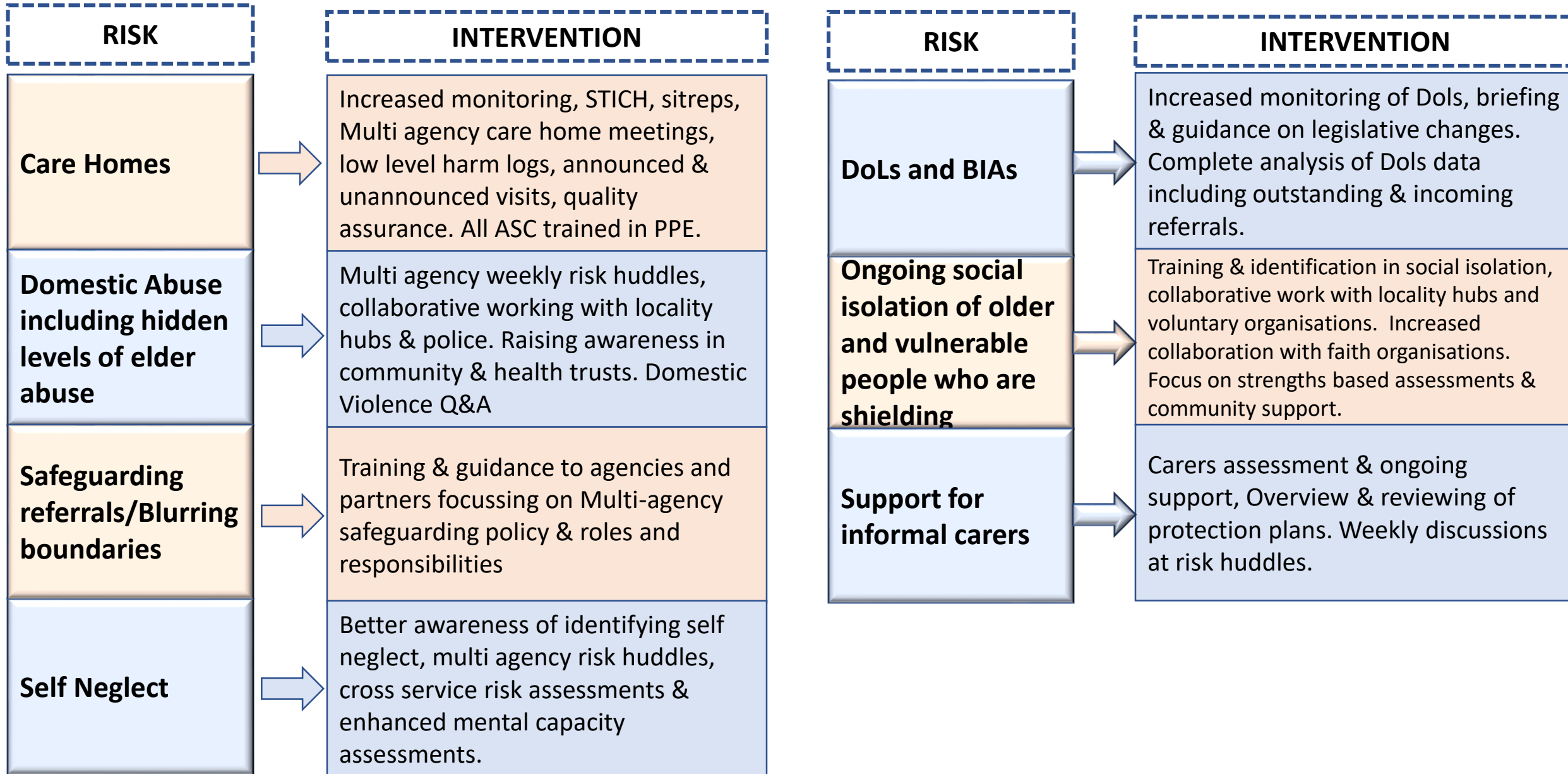
**Eileen Mills**  
Head of safeguarding Oldham Cares



# Adults Strategic Safeguarding Service

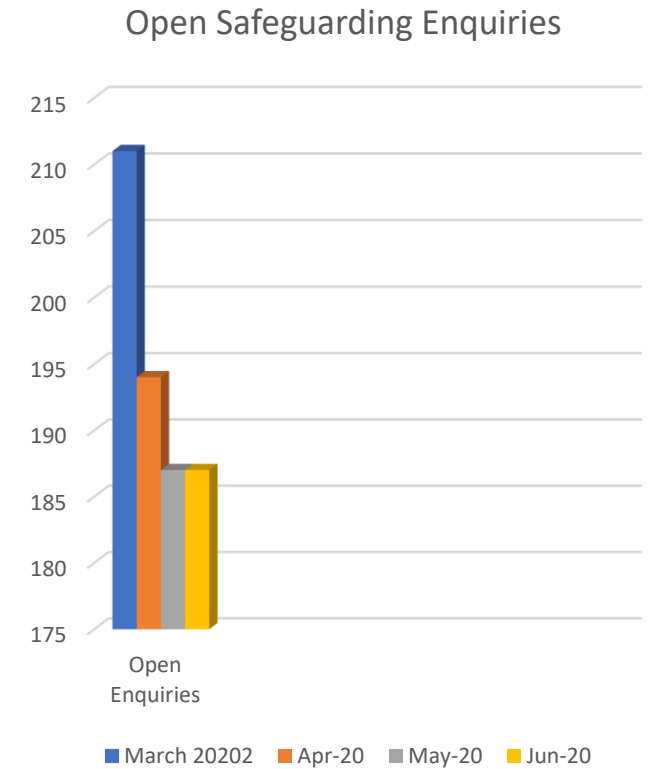
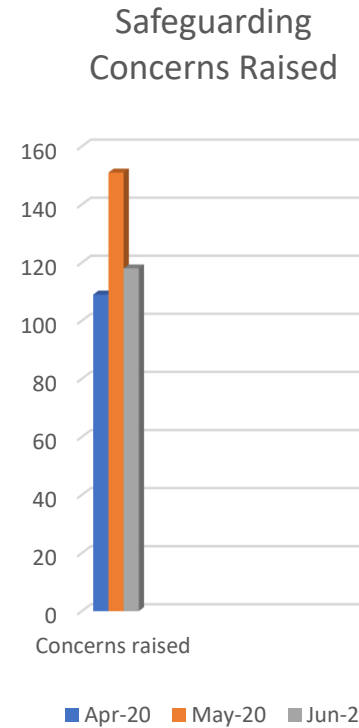
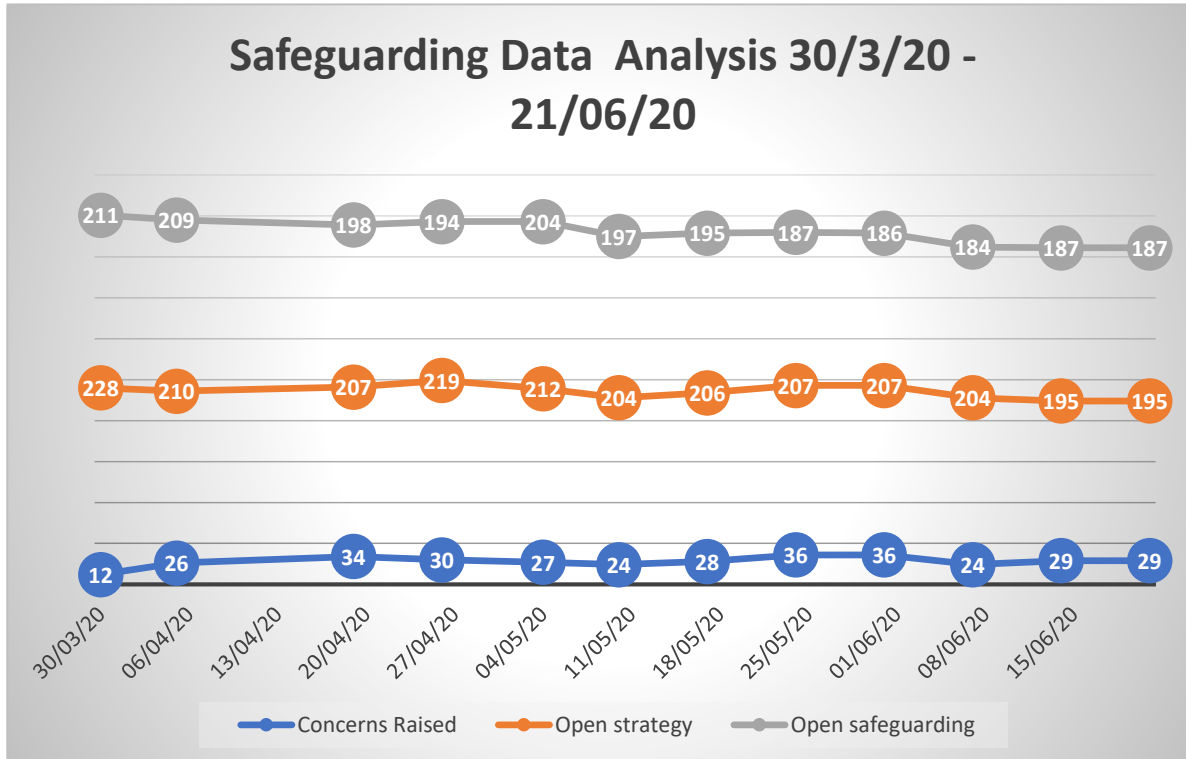
- Safeguarding responsibility moved from Helen Ramsden's (Interim Assistant Director of Joint Commissioning) to Jayne Ratcliffe ( Deputy Managing Director of Community Health & Social Care Service) on the 25<sup>th</sup> May 2020.
- All new Strategic Safeguarding posts appointed to, including Head of Adult Safeguarding (Hayley Eccles).
- Care Home safeguarding now transferred to clusters
- Service transitioning to the Civic Centre to sit alongside MASH continuing despite Covid restrictions; this will enhance multi agency working & collaboration
- Residential Safeguarding function successfully transitioned from centralised arrangement to integrating within cluster teams. This has enabled safeguarding activity to be undertaken in community cluster teams, with the exception of specific scenarios to be undertaken by MASH and IDT
- Improvements made with identifying safeguarding, response rate and managing risk
- Improvements made within MSP
- Service maintained core delivery whilst going through redesign & pro-active response to Covid-19

# Emerging Risks & Intervention





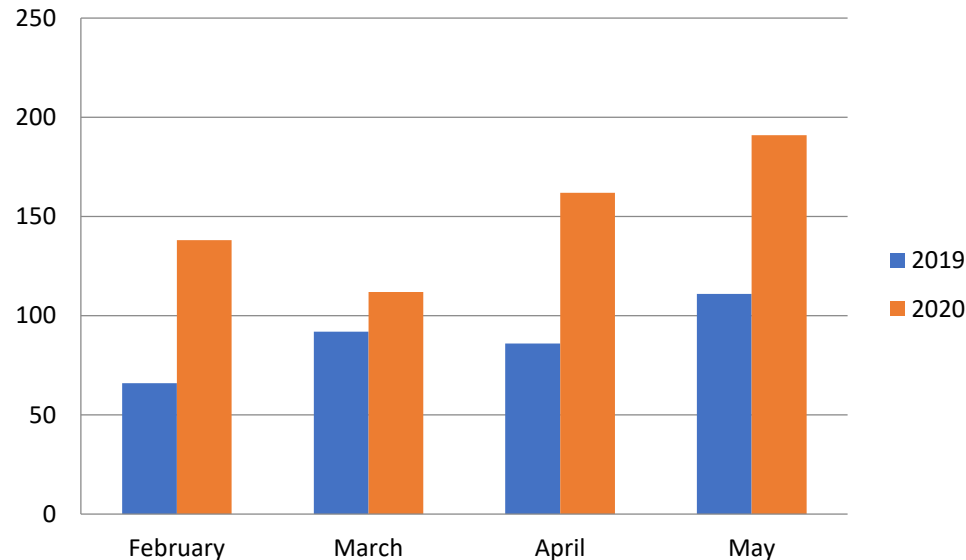
# Data Analysis During Covid 19



# Safeguarding Comparisons 2019/2020

## Comparison by Month 2019/2020 Increase of 248 referrals

Safeguarding Referrals



## Increase Referral Source during four month comparison 2019/2020

Increased of 50 referrals from care homes

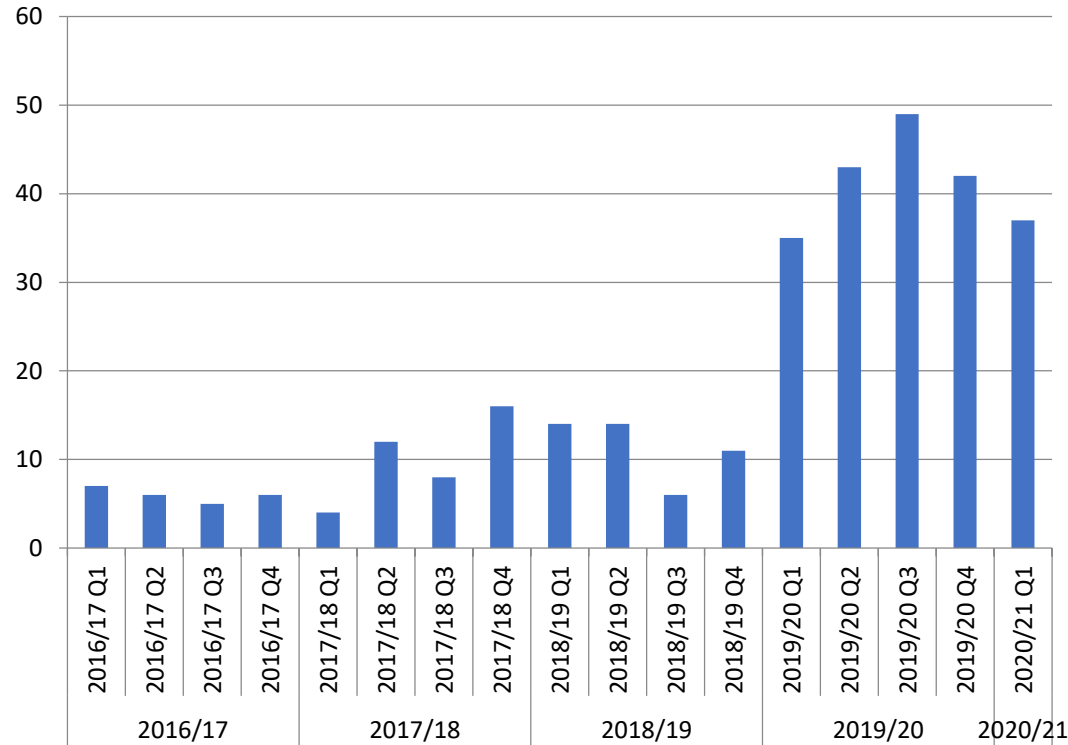
Primary & Community Healthcare 28-99 (71 additional referrals 2020)

Pennine Acute 20-75 (55 additional referrals)

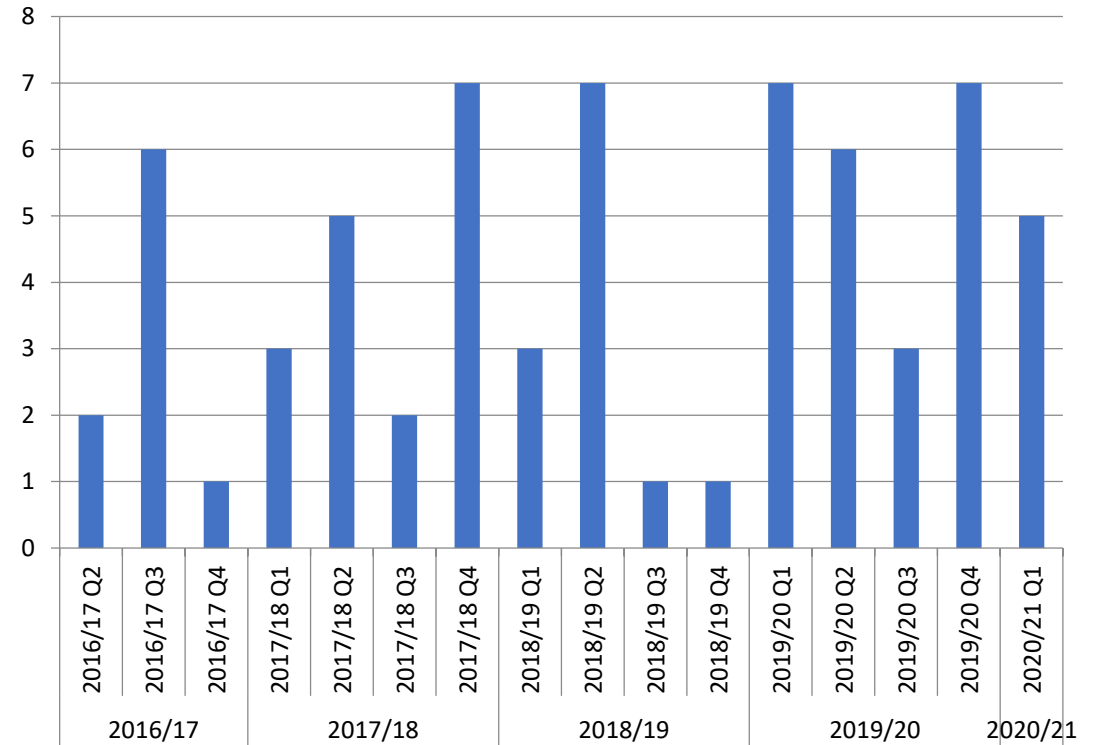
Housing 9-29 ( 20 additional referrals)

# Self Neglect

## Concerns raised with abuse factor of self neglect

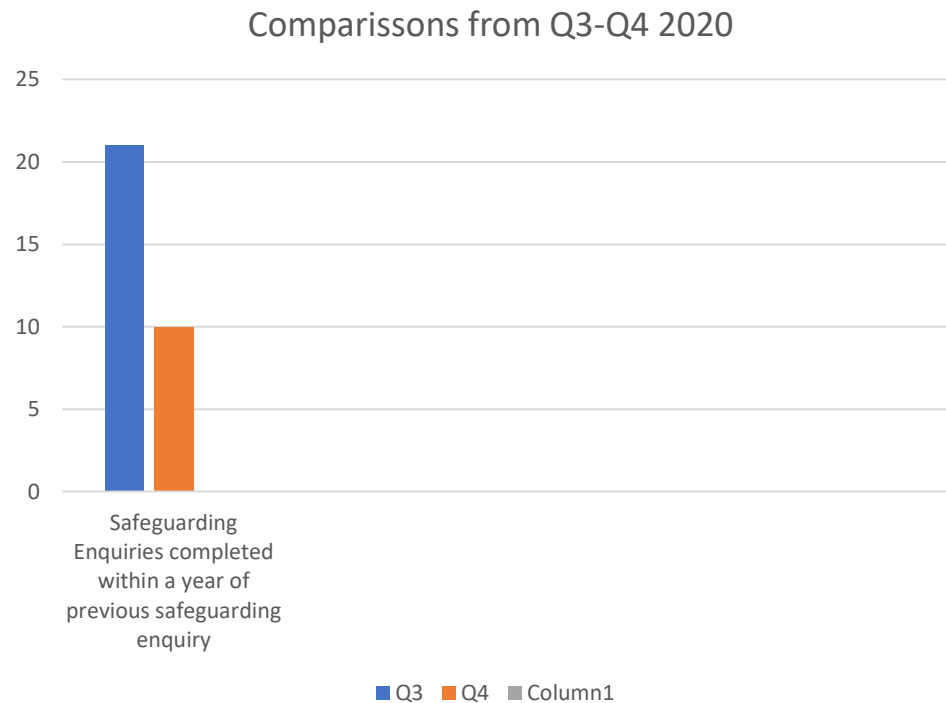


## Enquiries raised with abuse factor of self neglect

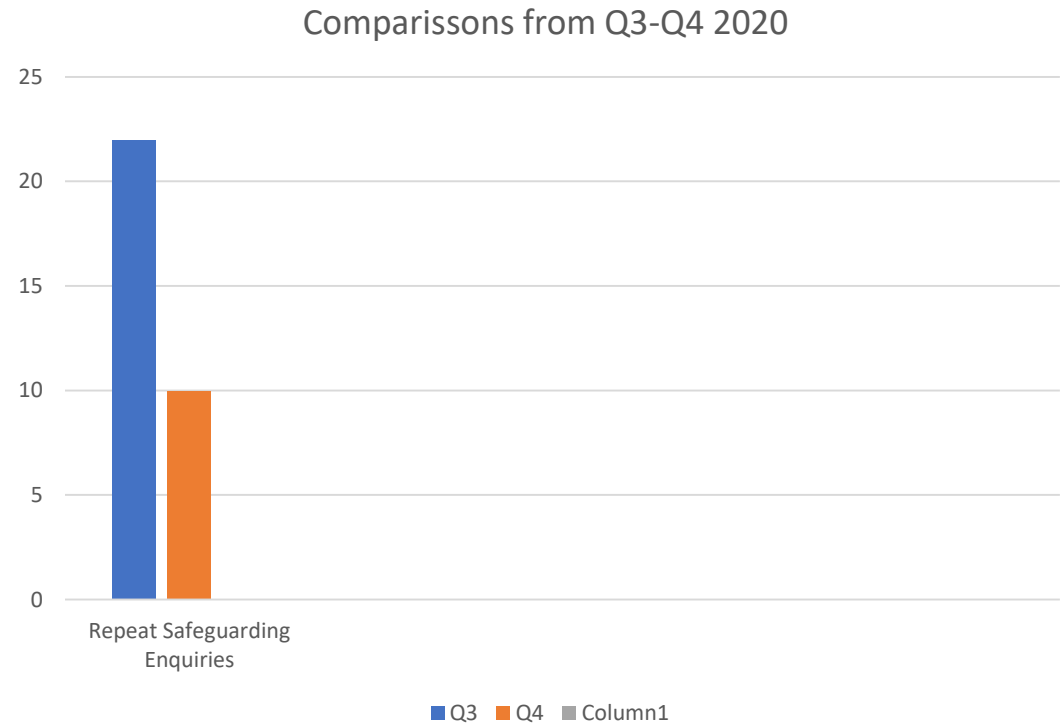


# Impact of Multi- Agency Risk Huddles on Safeguarding Activity

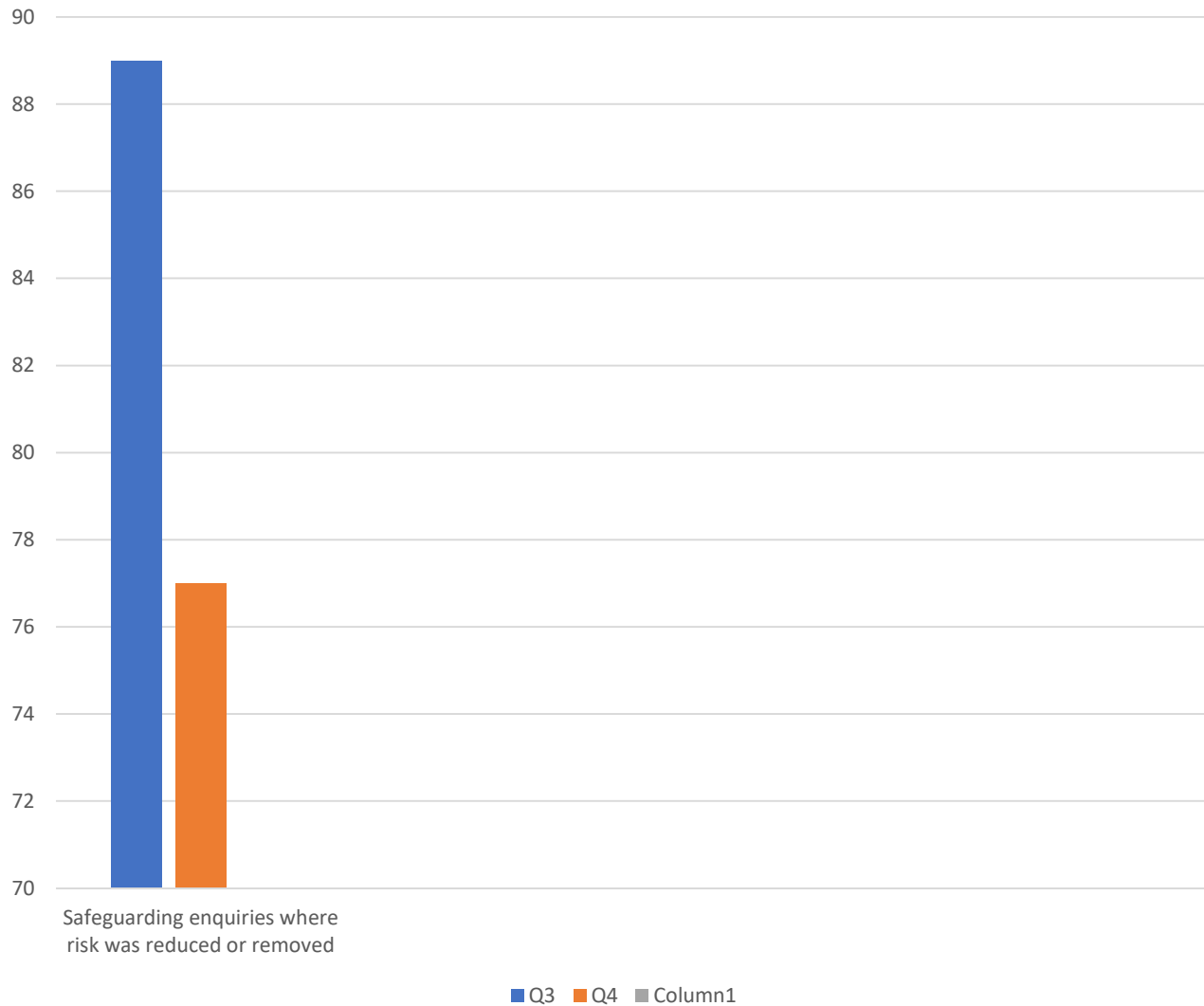
## Safeguarding Enquiries completed within a year of previous safeguarding enquiry



## Repeat Safeguarding Enquiries



Comparissons from Q3-Q4 2020



Safeguarding enquiries where risk was reduced or removed comparison

# COVID19 - Care Homes

- Daily newsletters providing advice, guidance and sharing key information
- Ongoing Social Work oversight of care home residents
- Outcomes continue to be achieved in line with Care Act and other statutory duties
- Financial support package in place with providers
- Videos being issued to providers and the public to provide information and guidance re: support
- Daily calls with providers to collect key operational intelligence review issues and provide support
- Support to access food, equipment and PPE
- Virtual MDT to resolve complex situations
- Remote DOLS assessments being carried out

Supporting Local Authorities and providers of care

- Centralised PPE procurement store and distribution hub for emergency supplies
- Covid hub has been set up for those who are symptomatic
- Digital hub has been set up for smart phone appointments when cannot be seen by GP in timely manner
- COVID swabbing and testing for residents
- Visits to all Care Homes for IP&C COVID19 training/practical support with Q&A session in relation to PHE and in line with local guidance
- Responding to outbreaks and supporting staff to reduce the spread including appropriate cohorting and through to recovery
- Offering IP&C support for other visiting health care and support staff

Controlling the spread of infection

- Social Worker support
- Primary Care support
- Community Nursing support
- Mental Health support care home duty hotline
- 9 pharmacies across Oldham now stock an extended range of palliative care drugs. Support to enable 24 hour access to palliative care drugs being implemented
- Package of emotional and bereavement support
- Community nursing therapy and EOL support to care homes to identify further support requirements
- Specific guidance and support around EOL and deaths in the community
- Care Act assessments and support plans completed, with process in place if Care Act easements required including support to families and carers

Supporting independence, supporting people at the end of their lives and responding to individual needs

Supporting the workforce

- Fast track recruitment of additional staff
- COVID swabbing and testing for staff
- Responsive support available on request
- MDT video calls with providers and their workforce to respond to questions, concerns and anxieties

# Care Homes Support with Covid-19



# Covid-19 highlights from the ADASS Budget Survey

- Key in-year pressures within adult social care, compounded by the impact of the Covid-19 pandemic include:
  - Care market support – increased care fees, cost reimbursement, support for under occupancy (including self funders), payments on planned support and PPE purchase.
  - Workforce investment – income protection for staff self isolating, increased pay and recognition.
  - Increased support and intervention – direct payments, additional 1-1 support etc
  - Reduced charging income i.e. within day support, home care etc. Increased bad debt risk.
  - Impact on savings and transformation delivery.
  - Significant In-year impact on council budgets without additional funding. Means reduced resilience to support existing pressures in adult social care or fund transformation investment from reserves.
  - Unprecedented uncertainty making it difficult to plan forward - duration of the pandemic, extent of economic impact on 21/22 council budgets, the Government's response etc
  - Ongoing requirement for PPE, market support etc unknown – with funding sources due to end.
  - Uncertainty that's exacerbated by short-term nature of funding that already underpins a significant proportion of recurrent adult social care investment.
- In the short to medium term it now seems almost inevitable that the council will need to consider some form of financial support for care homes with a financially unsustainable level of vacancies. Without support, this would be likely to trigger a wave of closures, without the opportunity to influence where those closures occur, or the type of provision for which there is over/under capacity under “normal” circumstances. Even if the medium to long-term objective is to move to a system which makes less use of care homes, it would be obviously undesirable for there to be a series of care home closures during the period when Covid-19 is widespread. Moving residents between care homes would be logistically very difficult, would create a serious risk of spreading infection, and the potential for wider health and wellbeing risks which could fall within safeguarding adults criteria.

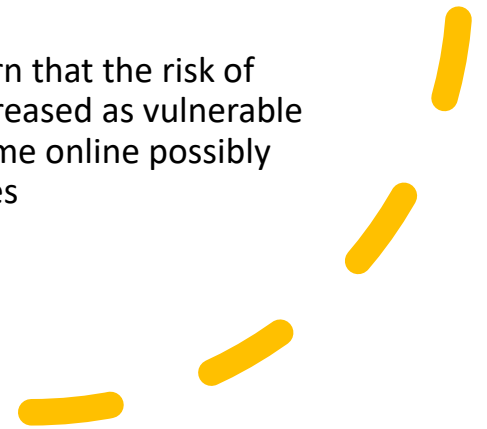


# Risks and Mitigation Carers

- Concern about informal carers experiencing heightened stress and social isolation without a break. Concern about hidden elder abuse either of carer or cared for.
- Concern that changes to the Home treatment service will increase alcohol and substance misuse and impact on family
- 2300 weekly welfare calls to carers and adults at risk by Age Uk and OMBC carers service. Carers at high risk have been reviewed weekly at risk huddles and have had direct support from community teams across all agencies. Crisis support by Age Uk designed to fast track to mental health services and diffuse domestic violence.
- Turning Point offering video 1:1 support and continuing community and inpatient detox. Preparing for increase in post lockdown referrals and homelessness support.

# Future Developments and Challenges

- Mental Capacity Act 2005 (MCA) is not changed by the current circumstances of the pandemic.
- Nothing in the [Coronavirus Act 2020](#) changes the obligations imposed under MCA.
- Core statutory duties for re DoLS and DOLICs remain.
- What has changed? The context of the application of the MCA
- All those involved now required to think creatively about how to secure its core principles
- Training being developed on innovative ways of undertaking MCA to ASC workforce in June/July 2020
- All those involved need to be clear as to when a particular option is simply not available so that it does not fall for consideration as part of any best interests decision-making process.
- Virtual system of DoLS assessment implemented to continue to meet statutory duties.
- Government guidance and guidance re local arrangements issued to all involved in the DoLS process.
- 531 total cases, 499 awaiting allocation & 32 in progress
- Developing action plan on case allocation to ensure effective response to backlog.
- Liberty Protection safeguards
- LPS preparations paused: Await revised guidance and timescales from central government.
- Project planning is being developed with peers to start planning and development of LPS
- PREVENT – concern that the risk of radicalisation has increased as vulnerable adults spend more time online possibly focusing on grievances





Adult Safeguarding Review completed in January 2019 with 22 recommendations - progress over the last 3 months:



Strategic Safeguarding Service established to include a Board Business Unit and Strategic Safeguarding Leads



Board Business Unit established to support board and its Sub-Group



Service includes revised DoLS function plus dedicated Best Interest Assessors / Approved Mental Capacity Professionals



Service established small team of specialist Safeguarding practitioners who provide a link between practice and strategic activity

# Adult Strategic Safeguarding Service

# Making Safeguarding Personal

- My voice before.....

‘you leave in 30 minutes, where will that leave me? Do I just lie here waiting for someone to hopefully call me tomorrow or what. Have you ever felt totally alone, not knowing what to do. Not knowing who to turn to for help? This is how I feel now, totally lost and abandoned’

G

- My Voice after.....

‘the help I got was superb, you got things moving & got what I wanted sorted. You made me feel so good, you made my wife feel so good. I realised that I was going to make it home. You listened to me & what I wanted. You made a sad time better and I knew I had a good future to look forward to with my family’

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# Randomised Case selection

AR 102794

RC 179459

MR 178142

SC 119732

UC 255219

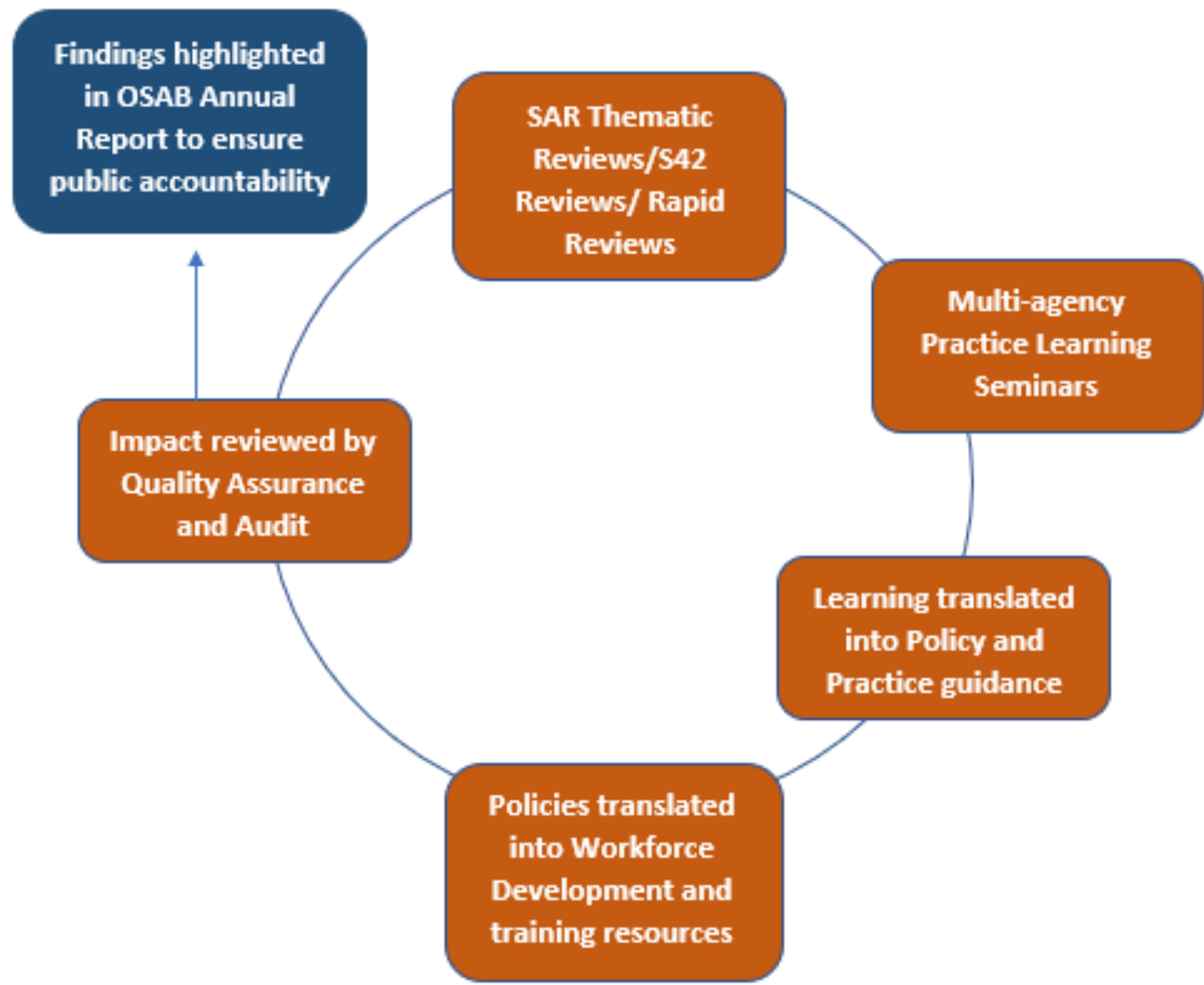
CS -  
152333

BH 100772

JH - 788

# OSAB Business Plan 2020-21

- Safeguarding Development day with consultation from Dr Adi Cooper in February 2020.
- Agreed by the Board in May 2020
- Aligns recommendations from number of different reviews into a single plan:
  - Stockport Safeguarding Peer Review
  - SARs
  - 2019 Thematic Review: Self-neglect
  - 2019 prevention case study review
- Delivered by a new OSAB structure; refocused Board membership, removal of the Executive Group meetings and creation on 'multi-agency practice learning seminars
- Key focus on the 'all age' safeguarding offer for Oldham and greater integration and alignment with Children's Strategic Safeguarding through joint website, forum and subgroups



# OSAB Business Plan 2020-21

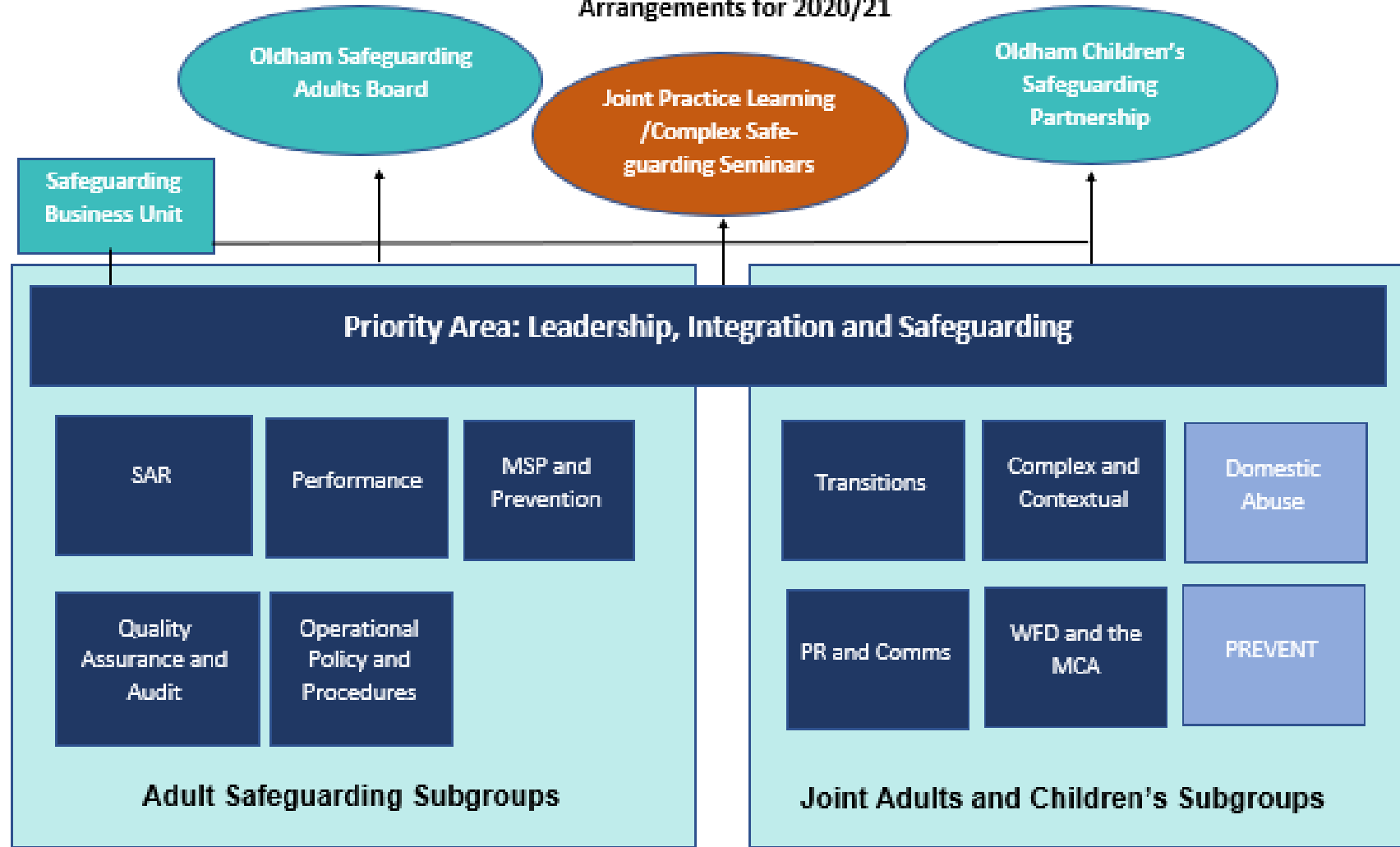


## Key priorities for next 3 months:

- Develop role of adult safeguarding and integration within the 5 PCN/Hubs to align operational and strategic priorities
- Launch Oldham's adult safeguarding website
- Expand Safeguarding enquiry and reporting more widely across partner organisations and community settings
- 'No wrong door' safeguarding policy supported by more robust data collection, training, WFD, and communication targeted at 5 PCNs and community settings
- Multi-agency learning event on Self Neglect planned for September as a joint initiative with Children's following some joint Rapid Review
- Flexibility & robust planning for Covid-19 activity



**Proposed OSAB  
Arrangements for 2020/21**



# Debbie Dooley

Detective Superintendent - Vulnerability

Greater Manchester Police

# Risks and Mitigation

- Online sexual exploitation raised as a concern due to increase use of social media during lockdown
- Concern about hidden elder abuse of people aged over 65 as visits to care homes and residential properties are reduced
- GMP monitoring data and report no increase in trend identified locally
- Promotional campaign via social media and promoted through partners on the OSAB
- Reduction in reported cases due to closure of schools and colleges. Issue promoted through Let's Talk About It website via <https://www.LTAI.infor/>

# Future Developments

- New Stalking Powers
- New Adults at Risk Policy
- Channel Peer review and implementing forthcoming national guidance
- Review Training offer

# Claire Smith

Director of Nursing and Quality  
Oldham Clinical Commissioning Group

# Risks and Mitigation

- Coronavirus Act 2020 changes EOL verification and concern about remotely signing DNACPR by GP without patient or family involvement
- Clinicians required to ensure MCA principles continue to be adhered to and issue with IMHA/IMCA access
- Self-neglect as people stay away from primary care and A &E resulting in preventable deaths
- Process developed re Statements of Intent and DNACPR to ensure consistent practice and understanding
- Collaborative multi-agency working and systems adapted to allow virtual access to IMHA/IMCA
- Successful social media and comms campaign