

## Note for Publication

<b>REPORT TO:</b>	<b>Adult Social Services Review Panel</b> <b>3 October 2012</b>
<b>AGENDA ITEM NO:</b>	<b>6</b>
<b>SUBJECT:</b>	<b>Multi-Agency Annual Safeguarding Adults Report</b>
<b>LEAD OFFICER:</b>	<b>Hannah Miller, Executive Director for Adult Services, Health &amp; Housing</b>
<b>CABINET MEMBER:</b>	<b>Councillor Margaret Mead, Cabinet Member for Adult Services &amp; Health</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT:</b> This strategy supports services for the most vulnerable and the implementation and monitoring of actions in the adult safeguarding strategy.	
<b>FINANCIAL IMPACT - NONE</b>	
<b>FORWARD PLAN KEY DECISION REFERENCE NO.:</b>	

### **1. RECOMMENDATIONS**

- 1.1 That Members note the content of the multi-agency annual safeguarding adults' report.

### **2. EXECUTIVE SUMMARY**

The safeguarding annual report 2011-12 sets out key aspects of the work of the Croydon Adult safeguarding board over the past year.

The report sets the Croydon context with respect to adults at risk.

It also covers:

1. The direction of adult safeguarding
2. Dignity in Care Standards
3. Reference to key national safeguarding documents produced in 2011-12
4. Service level concerns
5. Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse
6. Key trends in safeguarding activity during 2011/12 and comparisons with earlier years
7. Progress report in respect to the objectives in the safeguarding adults strategy 2010-2015
8. The Winterbourne abuse scandal of 2011 - Implications for Croydon
9. Serious Case reviews
10. Multi-agency partnership reports
11. Reports from the Safeguarding Board Subgroups

**3. DETAIL OF YOUR REPORT**  
**Multi-agency safeguarding adults annual report 2012-2012**

1. The report sets out the Croydon context as now being the most populated of the London boroughs with a population of 363,400 people and 61,500 people being aged over 60 years of age and therefore who may be at need of community care services.
2. Croydon also has a large number of people with a learning disability ( over 6000) and nearly 5000 residents have a serious physical disability and over 4000 with a severe mental health problem.
3. The presence of around 200 residential and nursing care homes in the borough means that safeguarding referrals for people living in these settings are comparatively high and that many investigations are carried out on behalf of people placed in Croydon by other local authorities.
4. The annual report sets out comparative data on safeguarding referrals and outcomes. The number of safeguarding referrals reported during 2011/12 is lower than in previous years and marks the first downturn in activity for some years following year and year increases. The largest number of referrals in the younger age groups ( 18 to 64 ) were for people with a learning disability and as age increases (65 years plus) , the largest numbers of referrals are for older people with physical disability, sensory impairment or frailty.
5. The outcomes of all investigations are described as either substantiated (harm has occurred), not substantiated (no harm has occurred) or inconclusive ( on

the available evidence it is unclear whether any harm has occurred).

6. The most likely outcome was that no harm had occurred ( 245 cases) compared with 224 cases when harm had occurred and 187 cases that remained inconclusive.
7. The report sets out some of the prevailing national context for safeguarding and prevention. In May 2011 the Queen's speech included a draft bill to modernise adult social care by enabling local authorities to fit services around people's needs and outcomes and giving people more control over services via personal budgets.
8. The Croydon Adults Safeguarding board is taking measures to ensure that people at risk of harm achieve the outcomes they wish and are fully involved in all decision making.
9. The past year has also seen the Pan London multi-agency safeguarding policy and procedure being imbedded into practice with the production of a Croydon 'at a glance' guide aimed at service users, which is now on the Croydon safeguarding website.
10. The Pan London guidance brings in a range of terminology changes – 'vulnerable adult' is now referred to as an 'adult at risk', 'alleged perpetrator' is now the 'person who may have caused harm' and the term 'abuse' has been replaced by 'harm'. These changes came about because of the views of adults at risk who felt that earlier terms had been stigmatising.
11. The Winterbourne scandal came to the public's attention in May 2011. This was as a result of the Panorama programme featuring undercover reporting at Winterbourne private hospital for people with learning disabilities and mental health issues in South Gloucestershire. As a consequence Croydon learning disability service reviewed all its clients living in a hospital setting. In reality this work was already underway prior to Winterbourne as Croydon's policy is to ensure that people with learning disability who need hospital care are regularly reviewed and enabled to move back into community living as soon as they can.
12. Croydon adult services, health and housing have also worked hard during 2011/12 to promote dignity in care. The 10 dignity standards, including zero tolerance of all forms of abuse, have been widely promoted by the work of the Care Support team, which focuses its attention on preventative work with care providers.
13. The Care Support team comprises nurses and a social worker specialising in skin care, infection control, dementia and delivering quality in line with dignity standards and the principles of the mental capacity act. Together they provided training on a range of topics, including skin care and dementia awareness, to 1710 staff members during 2011/12. The care support team worked closely with the contract compliance teams, and care quality commission whenever poor practice was uncovered.
14. The annual report also includes summaries of the work undertaken during the

past year by partner agencies of the safeguarding board. These include reports from :

- NHS Croydon and Croydon Health services ( both hospital and community services) covering areas such as monitoring quality standards for patients in nursing homes, safeguarding training provided to nursing and medical staff and ensuring that recommendations from serious case reviews are implemented across the health settings.
- South London and Maudsley NHS Trust which is working hard to raise safeguarding awareness amongst its staff and appointing safeguarding leads for each of the clinical academic groups.
- MIND – supporting people with mental illness, by helping them to understand their rights and entitlements and to gain confidence in seeking support with abusive relationships
- London Fire Brigade – working to increase the fire safety awareness of people at risk in their own homes, including people who hoard, and provision of smoke alarms.
- Age Uk, working to support older people through information, advice (including welfare benefits) and advocacy.
- Croydon Mencap, supporting people with a learning disability and their carers to know how to prevent or report abuse.
- Trading standards and their success in tackling financial scams which frequently affect older people.
- Planning and environment department which deploys patrol officers to work in public places and deal with anti social behaviour complaints often affecting adults at risk.

15. The annual report also features individual reports from the subgroups to the safeguarding board, including the best practice subgroup, public information and awareness, case review and audit, learning and development and mental capacity act.

16. There are no financial implications to this report.

17. There are no legal consequences resulting from this report

18. There are no equality impact assessment requirements connected with this report.

#### **4. CONSULTATION – NONE REQUIRED**

#### **5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS - NONE**

#### **6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER**

6.1 None

#### **7. HUMAN RESOURCES IMPACT**

7.1 None

**8. EQUALITIES IMPACT**

8.1 None

**9. ENVIRONMENTAL IMPACT**

9.1 None

**10. CRIME AND DISORDER REDUCTION IMPACT**

10.1 None

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**BACKGROUND DOCUMENTS:** *None*