

Carmarthenshire Safeguarding Adults Board Annual Report 2015-2016



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Foreword by Jake Morgan, Director of Community Services, Carmarthenshire County Council and Chair of Carmarthenshire Safeguarding Adults Board



Thank you for your interest in safeguarding vulnerable adults at risk in Carmarthenshire. I am very pleased to share Carmarthenshire Safeguarding Adults Board Annual report for 2015-16. This will be the last report of the Carmarthenshire Board, as from April 2016, the Social Services and Wellbeing (Wales) Act 2014 will come into force and strategic oversight of adult safeguarding will in future be developed on a regional footprint, in our case, Mid and West Wales. With the implementation of the new Act, Adult Safeguarding will now be placed on a statutory footing and the new Regional Boards for Adults and Children will be guided and supported by an Independent National Safeguarding Board comprised of experts in the field.

As the report before you outlines, whilst we have in 2015-16 been preparing for a new era of Adult Safeguarding, we have continued within Carmarthenshire to implement our vision of developing a culture that does not tolerate abuse. Partner agencies have consistently demonstrated their commitment to the Board and the work of its various sub groups. Successful events to raise the profile of safeguarding vulnerable groups have been held together with a programme of ongoing training and development for staff from a range of organisations and sectors concerned with supporting vulnerable adults.

I would like to take this opportunity to thank the residents of Carmarthenshire and staff across our organisations for their vigilance and efforts in reporting and preventing abuse.

Jake Morgan
Director of Community Services

Introduction

What do we mean by Safeguarding Vulnerable Adults?

Safeguarding is about protecting a person's right to live their life in safety and free from abuse and neglect.

Definition of a vulnerable Adult

In Wales, vulnerable adults have been described as:-

“ a person over 18 years of age who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.” (In Safe Hands, 2000)

The above definition is set to change in 2016 with the introduction of the Social Services and Wellbeing (Wales) Act 2014, and those changes will be discussed in full detail in next year's Annual Report

This definition may include persons who have:-

- Learning Disabilities
- Mental health problems including Dementia
- support or care needs and are older persons
- physical frailty or have a chronic illness
- physical or sensory disabilities
- substance misuse problems
- autistic spectrum disorders.

What is meant by Abuse?

In Wales, abuse is considered to be a violation of an individual's human and civil rights by another person or persons which results in significant harm

Types of Abuse

In Safe Hands, identifies **five** main categories of Abuse. Those are:-

- Physical
- Sexual

- Financial
- Emotional or Psychological
- Neglect

What is meant by significant Harm?

Significant harm refers to ill treatment, impairment of or an avoidable deterioration in physical or mental health and/or impairment of physical, emotional, social or behavioural development.

How can abuse or neglect be reported?

Within Carmarthenshire we have a dedicated Safeguarding Team based in Carmarthen. If someone has concerns that they or another person is at risk of harm from neglect or abuse, referrals can be made to the Team through our Careline Service on 0300 333 2222. If however it is thought that a person may be at immediate risk or in danger, or if a crime may have been committed then the best thing to do is contact emergency services via 999.

What is the role of Carmarthenshire Safeguarding Adults Board?

The multi- agency Carmarthenshire Adult Safeguarding Board is accountable for safeguarding and promoting the safety and well- being of adults at risk. Carmarthenshire Adult Safeguarding Board believes that for adults at risk or in vulnerable situations, the agencies which support them and the wider community together can:

- Develop a culture that does not tolerate abuse
- Raise awareness about abuse
- Prevent abuse from happening wherever possible
- Where abuse does happen, support and safeguard the rights of people who are harmed to:
 - < Stop abuse continuing
 - < Access services they need, including advocacy and post-abuse support
 - < Have improved access to justice

National Context

Key Developments in 2015-16

Legislative Change

During 2015/16 the Social Services and Wellbeing (Wales) Act 2014 moved into implementation phase having completed its Journey through the National Assembly and received the Royal seal of approval. This phase saw local areas across Wales involved in a series of consultations on the various Codes of Practice, statutory guidance and regulations that underpin the new Act.

From a Safeguarding perspective this included specific guidance and regulations in respect of safeguarding functions and responsibilities.

Ministerial Regulations

In June 2015, General regulations about Safeguarding Boards in Wales were laid before the National Assembly. With effect from 6th April 2016, Safeguarding Board “areas” were confirmed in regulations, with the lead partner for Adult Safeguarding in Mid & West Wales to be Carmarthenshire County Council. Through these particular regulations, the new Boards, are required to develop Annual Plans and annual reports, the content of which is elaborated in schedules to the regulations.

The June Regulations were supplemented in July 2015 with the Safeguarding Boards functions and procedures incorporating amongst other things guidance on Practice Reviews in respect of children and Adults.

November 2015 saw regulations on the new National Independent Safeguarding Board laid before the Assembly, outlining how that Body would be constituted, its proceedings, including if desired supplementary groups. The Regulations also required of the Board arrangements to meet with regional safeguarding Boards and guidelines on timeframes for and content of an Annual Report from the Board. Members of the new Board were recruited in the Autumn of 2015 and in February 2016, Welsh Government announced that Dr Margaret Flynn had been appointed as Independent Chair of the new Board.

Statutory Guidance

During late March/early April 2016, Welsh Government published its introduction and Overview on Working together to Safeguard People Volume 1 (Guidance on Chapter 7 of the Social Services and Wellbeing (Wales) Act 2014).

Training & Development

In early 2016, the Care Council for Wales produced its Training materials in relation to Safeguarding and the Act more widely and a “Train the Trainer” approach was adopted across Wales.

Safeguarding particular groups

In December 2015, a series of nationally driven Workshops were convened in local areas, to consider the findings of the Flynn Report “In Search of Accountability.” Following a Ministerial commissioned review into Operation Jasmine (an investigation into alleged abuse in some care homes in South East Wales) the report of the Review was published in Summer 2015. Local areas were tasked with producing a position statement and subsequent action plan in response to the Flynn review and this was taken forward initially by the Regional Safeguarding Adults Board in its shadow form during January 2016.

2016 and beyond

The Mid & West Wales Board having been constituted in Winter 2015/16, had its inaugural meeting in April 2016 with the Director of Adult services from Pembrokeshire County Council in the Chair.

Adult safeguarding in Carmarthenshire- Strategic and Operational Arrangements

Strategic Oversight

Adult Safeguarding in Carmarthenshire has been overseen for a number of years by a Multi-agency Safeguarding Board. Chaired by the Director of Community Services, Carmarthenshire County Council, the Board meets on a quarterly basis and comprises Senior Leaders from Partner organisations, including Dyfed Powys Police and Hywel Dda University Health Board, as well as Officers from Carmarthenshire County Council.

The Board is supported by an Operational Sub Group again made up of key personnel from the above agencies including Third Sector partners. The sub group meets on a quarterly basis immediately after the Board Meeting.

A Serious Case Review sub Group convenes as and when required and in 2015-16, a Practitioners Learning Event was held at Dyfed Powys Police Headquarters to learn lessons following the tragic death of a young person who had been known to a number of local services.

Our Vision

The Board's vision has been outlined in its strategic Business Plan 2013-16. That Plan set out 7 key Objectives for Safeguarding Adults in Carmarthenshire. Those are:-

- Effective Strategic Leadership, Accountability and Governance
- Making Adult Safeguarding everyone's business
- Develop and Implement joint policies, procedures and processes for safeguarding
- Engagement with service users, carers and partner organisations
- Develop best practice, experience, skills in safeguarding and adult protection for those who work with adults at risk
- Ensure that learning is undertaken through Serious Case Reviews, Management Reviews or appropriate learning experiences
- To develop a regional collaborative approach

Later in this report the reader will see some of the ways in which we have been making progress against these Objectives locally.

Operational Arrangements

During 2015-16 Local Organisations have continued to work to the framework and guidance provided by the All Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse. Those procedures describe a 10 stage process for

Adult Protection Carmarthenshire, which can be found in Appendix A and chart the pathway that would be followed when identifying, responding to and ultimately with the person's consent removing or reducing the risks which they face.

Carmarthenshire County Council continue to operate with a central safeguarding Team based in 5 Spilman Street Carmarthen. The Team, comprised of Safeguarding and Complaints manager, 4.5 Whole Time Equivalent Safeguarding co-ordinators, 2 safeguarding co-ordinators and a business support Officer receive all referrals where abuse of a vulnerable Adult is suspected within Carmarthenshire. In particular, the Team work extremely closely with Dyfed Powys Police, Hywel Dda University Health Board, The Mental Capacity Act & Deprivation of Liberty Safeguards Manager, the Commissioning and Contracting Team within the Council as well as The Care and Social Services Inspectorate for Wales and other partner agencies.

The Safeguarding Co-ordinators in the Central team act as designated Lead Managers, responsible for the management of adult protection cases. They chair all strategy meetings and increasingly act as Investigation Officers as well. This area of work (the Investigation) is time consuming and a significant demand on a small resource of 4.5 staff. It has grown in recent years as Care Management Teams (social work teams) have found it increasingly difficult to release trained investigating Officers from their establishments due to other competing priorities.

The Team maintain case management records (contemporaneous notes) on the progress of individual cases although currently these are recorded electronically outside of the care management database. The Team meet every Wednesday to discuss referrals, meetings that need to be convened and the progress on individual cases. There are also regular meetings with Dyfed Powys Police to discuss cases in common and progress in criminal investigations and for a time in 2015-16, a Nurse from Hywel Dda Health Board was seconded to work in the Team. This proved extremely beneficial with expertise in relation to nursing practice in Hospitals and Care Homes being brought to the Team.

During 2015-16, with the introduction of the Departmental performance management framework, the Safeguarding Team have been involved with colleagues from our Performance Section in developing a suite of measures to assess how well we are performing. Data on performance activity is included later in this report. The case studies below provide a quick snapshot of the type of referral that the central team became involved with in 2015-16.

Case Studies

Mr X.

Mr X is a retired gentleman who lives on a farm in rural Carmarthenshire and has done so for many years. He has no relatives living near to him and his neighbours have been acting as informal carers for him in recent times and also hold power of attorney for financial affairs. A safeguarding referral is received from the neighbours expressing concern about the sudden appearance of relatives in Mr X's life and intentions they may have with regards to his future welfare. A subsequent counter allegation is lodged by the relatives, some months later, alleging financial abuse.

Outcome: Investigation concludes that there was insufficient evidence to uphold an allegation of financial abuse. Follow-up actions include:- notification to the Office of the Public Guardian on the outcome of the safeguarding process, referral for capacity assessment and diagnosis. Commencement of a Best Interests process involving Mr X, family members, his informal carers and professionals involved in Mr X's care.

Mrs Y

Mrs Y is a retired lady who lives in a care home. During the course of a separate investigation, Officers were informed by a member of staff that they had witnessed another member of staff physically abusing Mrs Y. It transpired that the two workers had worked on only two shifts during the relevant month and there were no entries in the case records or elsewhere to indicate any matters of concern.

Outcome : Police Led Investigation as potentially a criminal offence had been committed which subsequent to further enquiries culminated in no further action due to lack of evidence.

Cross Cutting Themes

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards came into force in Wales and England in April 2009. These safeguarding procedures aim to protect individuals who lack the mental capacity to consent to care or treatment in care home and hospital settings and may be deprived of their liberty. In March 2014, a landmark Judgment was handed down by the UK Supreme Court as to what constitutes a deprivation of liberty and since that time, referrals under these procedures have increased sixteen-fold across Wales. During 2015-16, Carmarthenshire County Council received a total of 629 requests to deprive persons of their liberty who were residing in care homes or nursing homes. 176 of those referrals were allocated for assessment and 164 of those assessments were completed during 2015-16. Due to the sheer volume of

referrals received it was not possible within available resources to assess 629 requests. The Authority commissioned independent assessors to help with volume of activity and funded additional assessor capacity on a temporary basis.

As part of the Council's own risk management arrangements, the Safeguarding Adults and Deprivation of Liberty safeguards Team are co-located and are operationally managed within one Division of the Council Adult Services.

Contracting and Commissioning arrangements with Care Home Providers

During 2015/16 Carmarthenshire County Council commissioned with 77 Independent Sector Providers of 24 hour Residential Care across a range of provision areas. These areas cover Residential/EMI/Nursing/Learning Disability and Mental Health. During this period, under the Welsh Government Guidance on Escalating Concerns with, and Closures of, Care Homes Providing Services for Adults, a number of settings were placed under these measures for a variety of reasons.

EMBARGO	2
ESCALATING CONCERNS	7
TERMINATED CONTRACT	1

These figures have reduced significantly since the introduction of a robust Provider Performance Monitoring Group set up under the above guidance including bi-monthly meetings and regular sharing of information. This process has forged a range of professional relationships across internal and external teams and organisations ensuring information getting to the right professionals allowing early intervention and support for providers thus minimising risk and improving care delivery to our residents in care homes.

Key Achievements, forthcoming Challenges and Priorities

Achievements 2015/16

Effective Strategic Leadership, Accountability and Governance

- Whilst 2015-16 has in many respects been a year of Transition with Organisations preparing for the new arrangements that are to be ushered in with the implementation of the Social Services and Wellbeing (Wales) Act 2014, the Carmarthenshire Adult Safeguarding Board, continued to comply with its Quarterly Meeting focus.
- Representation at the Board continued to be secured at an appropriate senior level in each of the Partner agencies, and there were no occasions where the group was not sufficiently quorate.
- At sub Group level, whilst the Operational Group was similarly able to convene, other forums such as the practitioners forum were less successful partly as a result of care management teams faced with competing priorities.
- In March 2015/16 a new Head of Service (Avril Bracey) was appointed in Carmarthenshire County Council who quickly moved to establish a Senior Management role within the Council with specific responsibility for Safeguarding and Dols, evidencing the importance and profile of Adult Safeguarding.

Making Safeguarding Everyone's Business

- The Board Continued to have oversight of an extensive range of Learning and development opportunities both within and between organisations. This included dedicated "Train the trainer" capacity from within the Council to help with the preparations for the implementation of the Social Services & Wellbeing Wales Act including the Safeguarding specific elements.
- In December 2015 a highly successful workshop attended by over 100 delegates from across West Wales was hosted in Carmarthen to receive the "In Search Of Accountability" report a review into the Operation Jasmine investigation into alleged abuse in some care homes in South East Wales.

- In October, Carmarthenshire hosted a Law Commission Consultation into their proposals for reform in relation to Mental Capacity and the Deprivation of Liberty Safeguards.

Develop and Implement joint policies, procedures and processes for safeguarding

- As outlined in the section on operational arrangements, we have effective liaison arrangements in place with Dyfed Powys Police.
- There are well established processes for monitoring provider performance both in terms of the care home sector and domiciliary provision.
- Regular cross referencing and discussion takes place between the Safeguarding Team and the MCA & Dols Manager.
- Towards the end of 2015/6 a safeguarding co-ordinator from within the Team led on the development of a “threshold” document between partner agencies across the region including 4 Local Authorities, One Police Force and 2 Health Board areas.

Engagement with service users, carers and partner organisations

- As Indicated above, in terms of meeting structures, organisations advocating on behalf of service users and carers are represented at Board and Operational level.
- We have continued to offer training opportunities to partner organisations under the Social Care Workforce Development Plan as well as planning and delivering Joint Training on Adult Protection Support Orders in conjunction with Dyfed Powys Police. Carmarthenshire People First are a Member led organisation who have helped us deliver training on keeping safe and internet safety.

Develop best practice, experience, skills in safeguarding and adult protection for those who work with adults at risk

- Carmarthenshire has maintained its well established track record of ongoing professional development training and awareness raising sessions for those who are new to the adult safeguarding arena.
- Within the central team during 2015/16 Carmarthenshire has increased its social work expertise during the year. We now have co-ordinators within the Team who have practised in Older Persons services, Learning Disabilities,

Childrens and Young Peoples services as well as one member of the Team who previously worked for the Police.

Ensure that learning is undertaken through Serious Case Reviews, Management Reviews or appropriate learning experiences.

- As referenced earlier in this report in March 2016, a Learning event was held at Dyfed Powys Police Headquarters for practitioners to share their involvement and learn from their work with a young person who had tragically died during the Summer of 2015.

To develop a Regional Collaborative approach

- In 2015/16 Carmarthenshire played a key role in preparing for the new regional Safeguarding Adults Board required from April 2016, with our Director chairing the Shadow Board arrangements and overseeing the completion of a Position statement in respect of the response to the Flynn Report, In Search of Accountability.

Forthcoming Challenges and Priorities

New Legislation

As we look to the future and 2016 and beyond it is clear that a major priority for all partners concerned with Adult Safeguarding will be the implementation of the Social Services and Wellbeing Wales Act 2014, specifically Chapter 7 of that legislation. The Act will become operational on 6th April 2016 and for the first time in Wales Safeguarding Adults will be put on a statutory footing.

The specific legislative provisions are set out in Chapter 7 of the Social Services and Wellbeing Act 2014 and include:-

- a requirement on local authorities to investigate where they suspect that an adult with care and support needs is at risk of abuse or neglect (section 126);
- The introduction of adult protection support orders (APSO's) to authorise entry to premises (if necessary by force) for the purpose of enabling an authorised officer to assess whether an adult is at risk of abuse or neglect and if so what if any action should be taken (section 127);
- A requirement on local authorities and their partners to report to the appropriate local authority where they suspect that people may be at risk of abuse or neglect (sections 128 and 130);
- The establishment of a National Independent Safeguarding Board to provide support and advice to ensure the effectiveness of Safeguarding Boards

(Sections 132 and 133). Provision for Safeguarding Boards for Adults and Children and for the combining such Boards (Sections 134 to 141).

Implications of the New Legislation

In terms of duties to investigate above, whereas for 2015-16 the threshold for adult safeguarding referred to vulnerable adults who were at risk of significant harm, the new Act dispenses with the term vulnerable and also removes the requirement for harm to be significant. Our assessment of this is whilst the principle of lowering the threshold for coming under the safeguarding umbrella is a positive measure, undoubtedly the net result will be that referral and investigative activity will increase. This is likely to place further demands on existing resources.

The extent to which the provisions introduced through Adult Protection and Support Orders will be utilised will no doubt form part of next year's annual report, although it is anticipated that invoking those procedures will be rare. This is partly to do with the way in which the legislative provision is drafted but mainly due to it being a provision of last resort in many respects. Separate guidance on APSO's are due to be published later in 2016 by Welsh Government.

The duty to report above is also likely to impact on referral rates as individuals or groups who would not meet the criteria for safeguarding in 2015-16, will do so from 2016 onwards.

Regional arrangements

Strategic oversight of Safeguarding Adults will now move to a regional as opposed to local footprint. This will undoubtedly lead to changes in Membership of Boards and an inevitable "bedding in" period as the new arrangements take effect. Local structures will need to support and influence regional developments and it will be important to ensure that impetus is not lost during the transition period.

Action Plan in Relation to the In Search of Accountability report

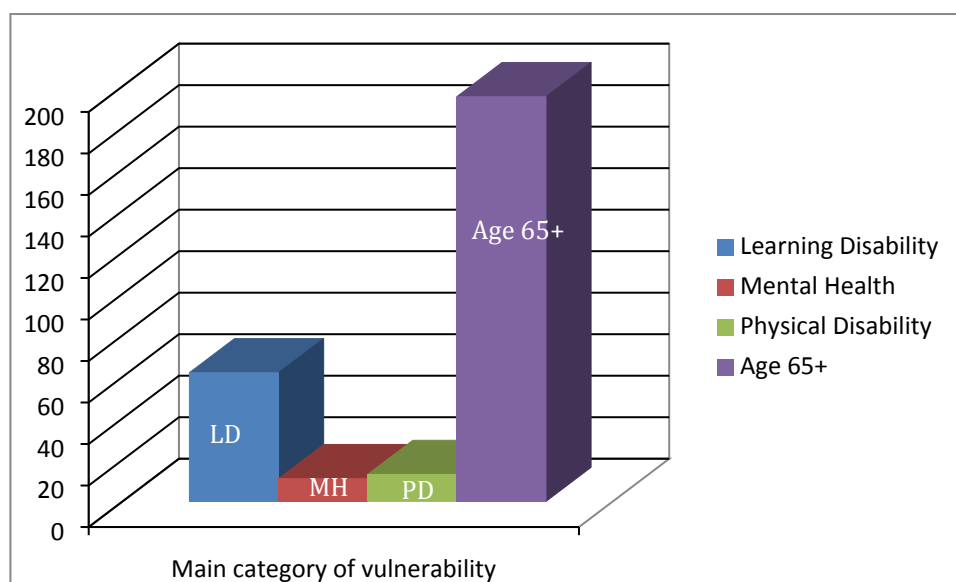
Regional Boards will be required to develop an action plan in response to the above report and on the back of the event held in Carmarthen last December. It is envisaged that Local Operational Groups will be established as part of the Regional Structure for Adult safeguarding and will hold responsibility for progress in relation to this Action Plan.

Safeguarding Activity and Performance 2015/16

The Charts and discussion itemised below, are drawn from the Annual Monitoring Return sent to the All Wales data Unit. It is important that the reader understands that this data refers to all **Completed Adult Protection Referrals** that have a **Case Closure Date** between **1st April 2015/16** and **31st March 2016**, regardless of the date on which the referral began. In other words these cases could have been initially referred in previous reporting years.

Main Category of Vulnerability.

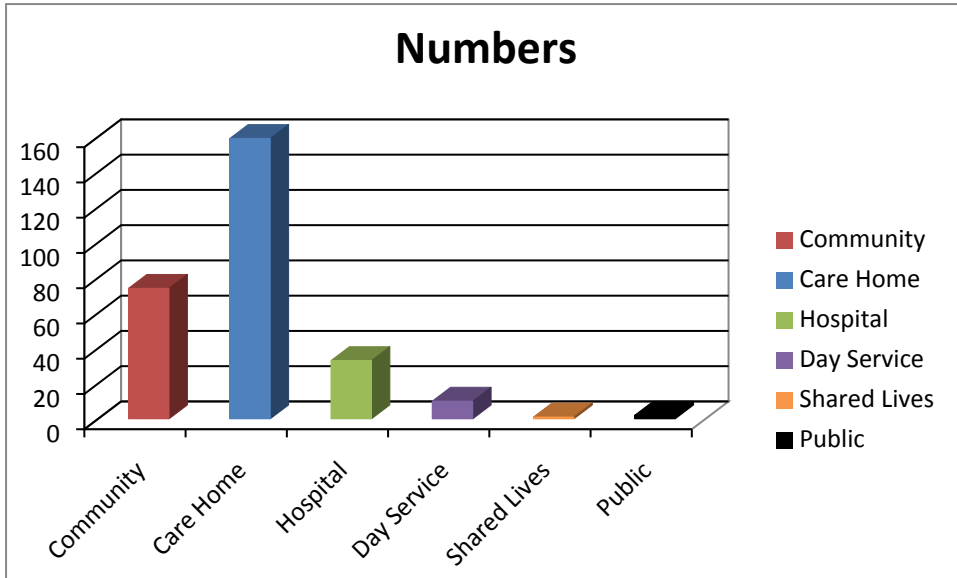
The Chart below shows the main client categories of completed adult protection referrals between 01/04/15 and 31/3/16. People over the age of 65 years are for the purposes of this particular chart, classed as a single category.



As can be seen the vast majority of completed adult protection referrals relate to people over 65 years of age. This is a continuation of the trend from the previous year albeit the numbers have increased significantly from 120 to 195.

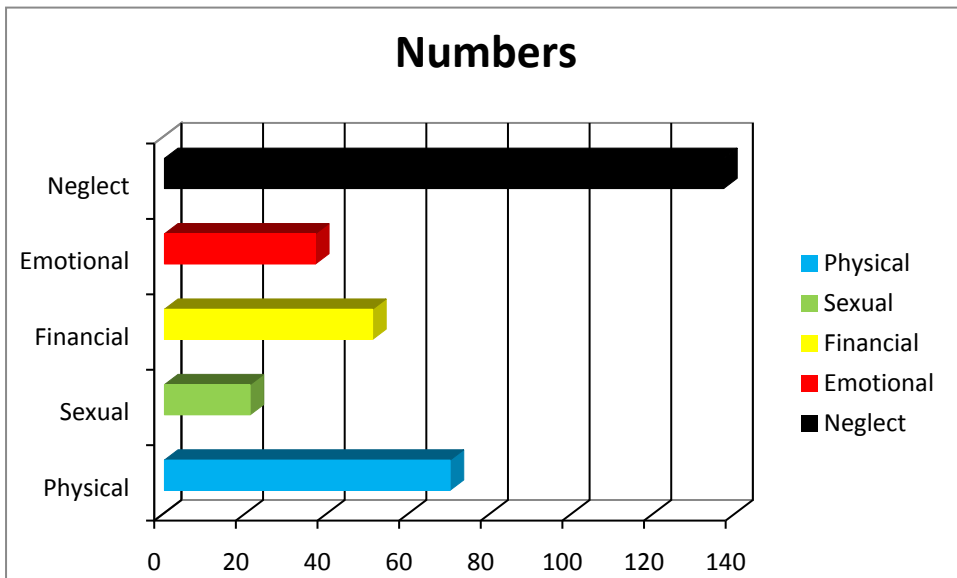
Place where alleged Abuse Occurred

The Chart below shows that during 2015/16 alleged abuse was most often recorded as occurring in care home settings, be they residential or nursing. This is consistent with 2014/15 statistics, with community settings being the next highest category but cited in less than half the amount of cases.



Types of Abuse

In terms of the type of abuse reported, neglect continues to be the main category in cases closed to adult protection in 2015/16. There is nevertheless an increase in the numbers of allegations recorded as neglect when compared with the previous year last year with **137** cases cited as compared with **84**. This is believed to be the result of an increased number of care home referrals and more accurate recording practices. The chart below delineates the numbers recorded in the relevant categories.

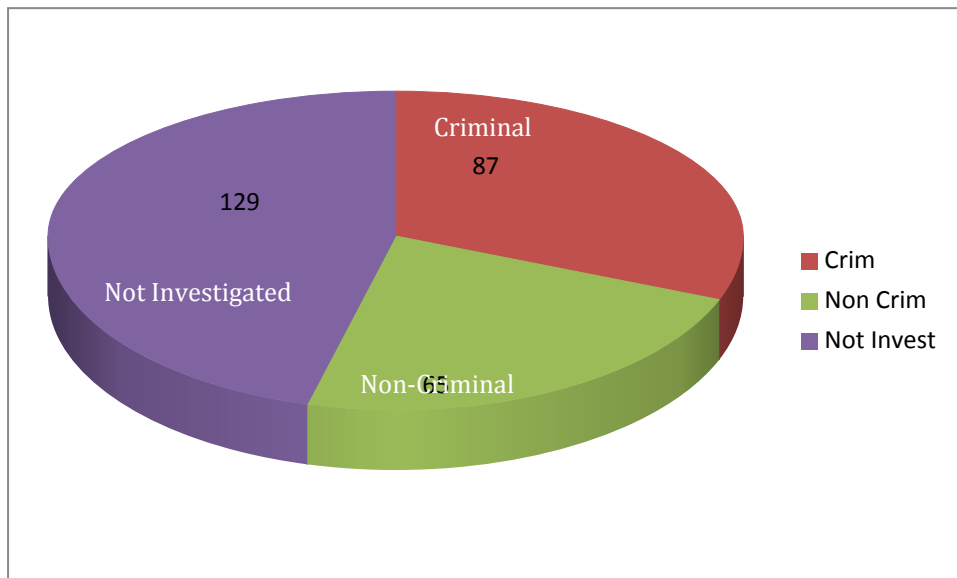


Persons Alleged Responsible

As the number of referrals from Independent Sector Care Homes has increased this year, the main category of persons alleged to be responsible continues to be staff from Independent care Homes.

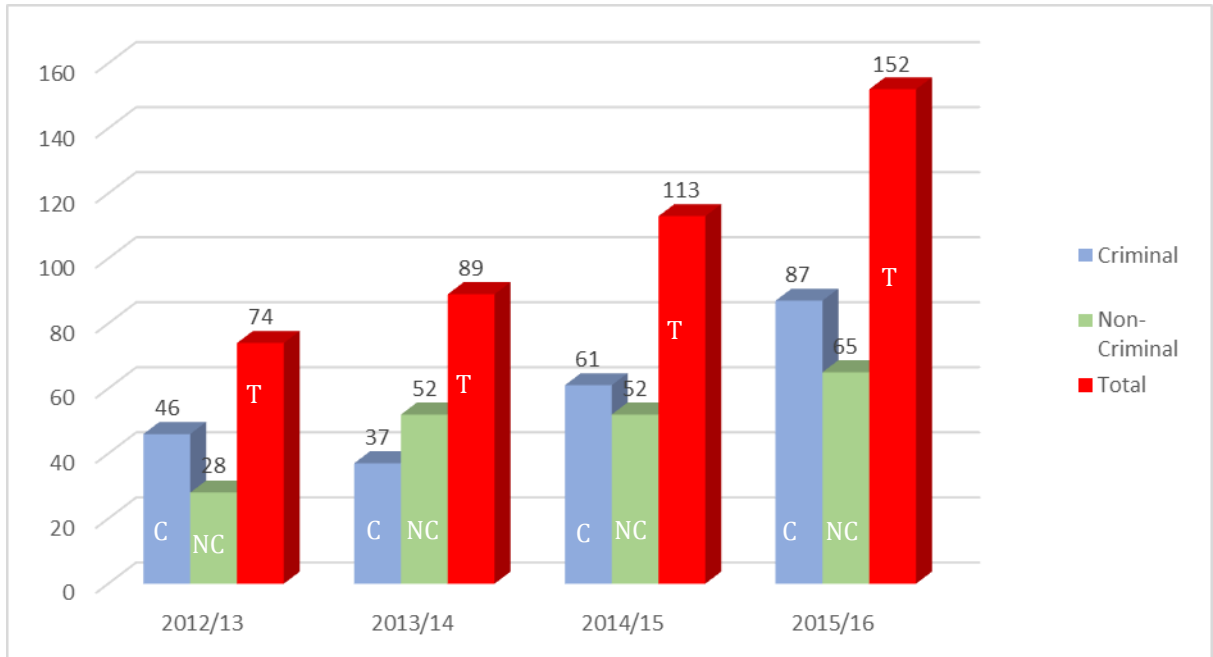
Investigations

As can be seen from the graph below, of the 281 completed referrals in 2015/16, the majority (152) led to an investigation and of these, 87 were criminal investigations led by Dyfed Powys Police.



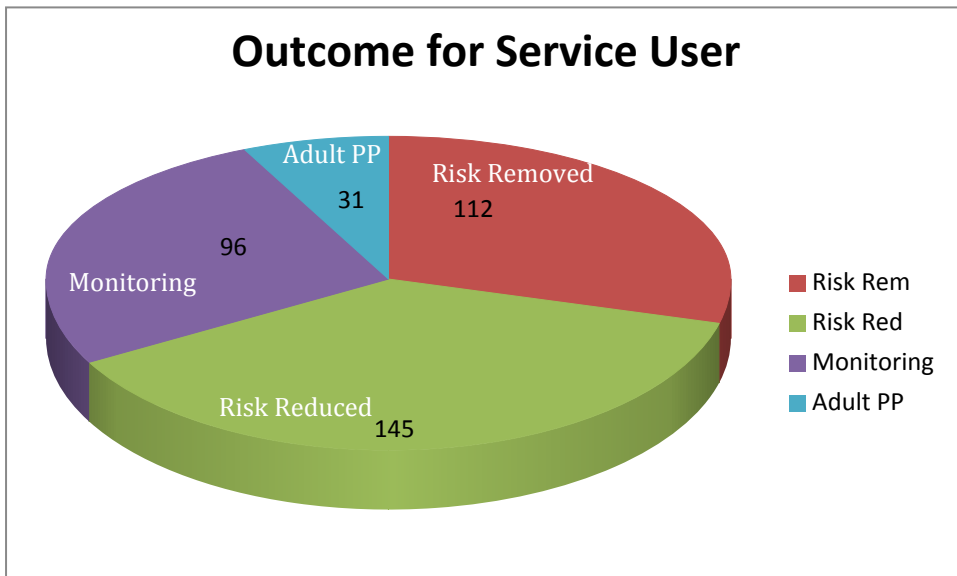
Trends in Investigations Carried out

As can be seen from the comparative data in the chart below, with the exception of one previous reporting year, more cases are referred for investigation where there is an allegation of a criminal act than there are for non-criminal investigations. As referenced in previous annual reports decisions as to whether an investigation is required are normally decided at the initial strategy meeting. Strategy meetings are multi-agency forums which would consider whether the allegation warrants investigation and if not, whether there are other means through which the referral can be addressed. The chart below shows a year on year increase in investigations.



Outcomes

In terms of service user outcomes, the most often cited safeguarding measure is risk reduction, followed by the risk being removed entirely or increased monitoring being put in place. It is important that the reader understands that it is possible to have outcomes recorded in several categories.



Partnership Reports

Dyfed Powys Police

In early 2016 and ahead of the introduction of the Social Services and Wellbeing Act, Carmarthenshire Protecting Vulnerable Persons Unit (PVPU) officers attended joint training sessions with their Local Authority counterparts. The sessions were considered a success and also served to cement the ongoing working relationship between the two statutory partners. In addition to this, joint training has also been held in relation to the introduction of Adult Protection Safeguarding Orders (APSO's).

During 2016, Dyfed-Powys Police introduced the Multi-Agency Referral Form (MARF) in an effort to streamline working practices and create efficiencies in the way information is shared with partner agencies.

On the basis that an 'Adult at Risk' can include victims of domestic abuse, a Domestic Abuse Conference Call (DACC) was piloted in Carmarthenshire during the latter half of 2015 and early 2016. Agencies identified a number of benefits in holding a multi-agency conference call in relation to all reported incidents of domestic abuse on three occasions each week (Mon, Wed and Friday). However resource implications for agencies involved in the DACC pilot have also been considerable. As a consequence an independent review has been undertaken of the pilot - results of which are awaited, before any decision is reached on future steps to be taken.

Also with regard to domestic abuse, a protocol is in the process of being formulated which will see Dyfed-Powys Police share details of medium and high risk domestic incidents with Adult Safeguarding Teams across the Force area.

Finally research academics from Aberystwyth University are delivering the 'Choices/Dewis' Project in Carmarthenshire which is due for roll-out in Carmarthenshire in October 2016. Cardiff has been identified as a secondary pilot area. The team who are working closely with statutory and non-statutory partners are examining the issue of elder abuse in the 'over sixty' population group and exploring the scope of intervention measures available.

Hywel Dda University Health Board

Hywel Dda University Health Board continues to demonstrate their commitment to the adult safeguarding. The Health Board Strategic Safeguarding Sub Committee continues to meet quarterly and provides oversight and assurance to the Health Board on safeguarding matters and ensures that systems and processes are in place to safeguard the people in our care. Appropriate personnel represent the Health

Board at each of the three county Adult Protection Committees (APC) or Adult Safeguarding Board (ASB) that operate within the Health Board boundaries.

The Health Board continues to monitor compliance with adult safeguarding policy and its adult safeguarding systems and governance. We have been making staff aware of the new duties in readiness for the implementation of the Social Services and Wellbeing (Wales) Act 2014 in April 2016. Our key achievements are noted as follows.

- The Health Board has supported additional resource to provide capacity to prepare for the implementation of the Social Services and Wellbeing (Wales) Act 2014.
- The Adult Safeguarding Dashboard reports performance quarterly to the Strategic Safeguarding Committee on training uptake and other performance indicators, such as screening of incidents and concerns, numbers of adult safeguarding referrals as result of those concerns and professional abuse allegations.
- The interface for reporting between County Adult Protection Committees / Adult Safeguarding Boards is evident with regular reporting to the Strategic Safeguarding Sub Committee.
- Continued provision of expert advice and support to all Health Board staff
- Increase in Level 2 training capacity resulting in improved availability of generic and bespoke sessions across the Health Board.
- Continued development of adult safeguarding intranet pages to support and empower staff in their responsibilities to protect and safeguard adults.
- The Health Board has actively contributed to developments across the Dyfed Powys region and Wales. For example, supporting the development of Terms of Reference and a quality outcomes framework for the Regional Adult Safeguarding Board and the development of the Level 2 e-learning programme for NHS Wales.
- We organised a public facing campaign across all acute sites on World Elder Abuse Day 2015 to raise awareness of domestic abuse and older people.

The Health Board looks forward to continuing to work with our partners through the Regional Adult Safeguarding Board and strengthening our arrangements to safeguard people.

Carmarthenshire People First

Carmarthenshire People First (CPF) is an advocacy and training organisation that is for and run by individuals with a learning disability. We provide services across the county of Carmarthenshire, Ceredigion and Pembrokeshire. Registered with the Charities Commission and Companies House, the business is seen as a not for profit Social Enterprise.

CPF is a Member led and Member focussed organisation, where all the members are individuals with a learning disability, a learning difficulty, some form of Autism or are seen to be “at risk”. Other people involved with the organisation are Associate Members.

CPF is funded by a number of income streams: contracts with the local authorities of Carmarthenshire and Ceredigion; grant money from Project Funders; income generated from the sale of training across the three Counties and fundraising monies.

CPF has achieved the Bronze Award for Investors in People demonstrating that the staff team are fully supported within the organisation.

CPF has a ground breaking and innovative Training Team where all the Trainers are CPF Members. Our ethos is that our Trainers are “experts by experience”. We work in partnership with other organisations such as MacMillan Cancer and have co-produced a training pack called Check 4 Change. We have also been funded by the Dyfed Powys Police Service to design a course that teaches safety on Social Media sites. This has been delivered to people who use services and professionals who offer support. The work that the CPF Training Team undertakes is supported by Carmarthenshire and Ceredigion Training Departments and we are now on their Specialist Provider lists allowing the Authorities to purchase our training.

CPF is an award winning organisation that believes in Co-production. We work alongside the three local authorities, the Police Service, the Health Board, care providers, other advocacy agencies and the Safeguarding Teams. In October of 2015 CPF facilitated the engagement events for Carmarthenshire and Ceredigion Equality Strategies. The findings and recommendations from these events have been used to structure the new Equalities Strategies for the two Councils and the participating Stakeholders such as Dyfed Powys Police Service. Also it has been used to underpin the Development/Business Plan of Equality Carmarthen, an equality agency in Carmarthenshire.

Eiriol (Mental Health Advocacy)

Eiriol provides advocacy services throughout Carmarthenshire to people with mental health issues and their carers. All our advocates who work one to one with clients, have enhanced DBS checks, which are updated every 3 years, and complete National Advocacy Qualifications, which specifically deal with confidentiality issues with particular regard to safeguarding. All staff have received safeguarding training, which is regularly refreshed. Our last safeguarding training session covering both adults and children, took place on 29/9/15. Advocates receive supervision every 4-6 weeks, and safeguarding is on the supervision agenda. This ensures that staff have the opportunity to discuss any concerns with their manager that may potentially be a safeguarding issue. As an organisation we also share the learning between advocates around the circumstances of when a safeguarding issue has arisen, and the process that has occurred to deal with it. This ensures that advocates are always alive to the possibility of when a safeguarding issue may arise, and how to deal with it.

During the year 2015-2016, our organisation made three referrals to the adult safeguarding team. One resulted in no further action. One resulted in disciplinary action for the individual from the organisation involved. The third one resulted in an individual being moved into residential care.

A key principle of the Advocacy charter is having confidentiality between the client and the advocate. The training, supervision and discussion within the organisation has ensured that staff can identify when a potential safeguarding issue has arisen and deal with it in a professional manner, following office policy.

The training and supervision of our front-line staff enables our staff to be vigilant around possible safeguarding referrals that need to be made. The first referral made in the reporting period involved a client who had not specifically complained of abuse, but the description of the treatment by a friend was recognised by the advocate as potentially emotional/psychological/financial abuse. The advocate was able to discuss with the client their concerns, and explain what they would have to do, whilst ensuring that the client continued to feel supported. The outcome of this particular issue was that the referral was not taken any further as the friendship ended. Therefore the threat was removed.

The second issue arose as a client had safeguarding concerns regarding their child and school and did not know what to do. Our advocate was able to make a referral and follow up on progress. The outcome was that the matter fell under disciplinary procedures, but ensured that the concerns our client had were voiced and that the procedure for dealing with the issue was followed correctly. The client having an

advocate by their side to speak to agencies involved was a great support, at a time that was greatly distressing for them.

The third referral made involved a disclosure by a client to their advocate of assault on someone they were caring for. The advocate could very sensitively deal with the matter, using their advocacy and safeguarding training. It transpired that the Carer was under a great deal of pressure but was not receiving support to enable them to carry out their caring role, which resulted in a loss of control. The advocate was able to explain that they had a duty to get safeguarding involved, but would continue to support the client through this to ensure they got the support they needed. The client outlined that they felt a sense of relief at having disclosed that they were struggling to cope. The outcome was that the individual was moved to residential accommodation.

These cases demonstrate that advocates can support clients through the process, whether they are the victim or perpetrator. This can be vitally important in ensuring the individual understands what is happening and be involved and have their voice heard throughout the process.

Summary

2015/16 has in many ways been a transitional year for Adult Safeguarding in Carmarthenshire, with Members of the Board gearing themselves up for the new arrangements and duties that will be bestowed upon them by virtue of the implementation of the Social Services & Wellbeing (Wales) Act in April 2016. Despite the transitional feel, the Board has continued to be well attended by all Partner agencies ensuring that residents of Carmarthenshire at risk of significant harm are prioritised.

As can be seen in pages 12-15 of the report, during the year, progress has continued to be made in relation to the strategic objectives laid out in the Board's Business Plan for Safeguarding Adults. The trends in allegations of abuse continue to remain consistent with neglect the most cited concern.

From April 2016 new Regional arrangements for Adult Safeguarding will apply and a new strategic plan will have to be developed. There will be new challenges as the threshold for what constitutes a safeguarding issue will be lowered, but we believe that in Carmarthenshire our arrangements have provided a solid foundation stone to prepare for new legislation and the future regional focus.

Glossary of Terms

Adult Protection Support Orders	An Order granted by a Magistrate to enable access to be gained by an authorised officer of the local authority to enter an address to speak in private with a person suspected of being an adult at risk to ascertain if they are making decisions freely and if an adult at risk what if any action should be taken.
Autistic spectrum disorders	A condition that affects social interaction, communication, interests and behaviour
Best Interests	Decisions taken on behalf of people who lack mental capacity to make those decisions themselves, must be taken in their Best Interests, taking account of statutory criteria and relevant information to the decision that needs to be made.
Capacity Assessment	An assessment to ascertain whether the person lacks mental capacity to make a decision at the time it needs to be made. The Mental Capacity Act 2005 provides for a two stage test of mental capacity.
Chronic Illness	An illness or disorder that persists over a long period of time and affects functioning.
Co-production	Services users, carers and professionals working together to help someone achieve their personal outcomes for example
Designated Lead Manager	The Officer Responsible for the overall management of an Adult Safeguarding case.
Embargo	A decision by a local health board or local authority not to place any new service users in a particular establishment for a specified reason
Escalating Concerns	Arise where there are accumulating issues relating to the operation of or quality of care in a registered care home for adults
Learning Disability	An impairment that starts before adulthood with a lasting effect on development resulting in significantly reduced ability to understand new or complex information or learn new skills.
Mental Health Problems	Mental health problems range from everyday worries we all experience to serious long term conditions such as schizophrenia, depression etc..
Ministerial Regulations	Powers granted to Ministers by an Act of Parliament for example that allow Ministers to make more detailed orders or rules.
Neglect	Could include ignoring medical or physical care needs, preventing access to health, social care or educational services, not caring for someone properly, not providing adequate food, putting them at risk.
Physical Frailty	A health condition associated with ageing in which multiple body systems gradually use their built in reserves.
Provider Performance Monitoring Group	A forum for sharing information from a range of linked sources eg nursing social work, complaints, contract monitoring to maximise quality and safety
Sensory Disabilities	When one of your senses (sight, smell, touch, taste and spatial awareness is no longer normal)
Statutory Guidance	Guidance just short of a legal obligation which local authorities should follow unless they have good reason not to.
Strategy Meetings	A multi-agency forum to consider issues relating to an adult safeguarding referral and in particular the level of risk, to share information and decide on necessary action
Substance Misuse problems	When someone develops difficulties and or dependence on their use of legal or illegal substances including alcohol and drugs.

The Ten Stages and Timescales in the Adult Protection Process

