

Safeguarding Adults and Children

Annual Report 2017-2018



Introduction

This report aims to inform the Executive Leadership Team, the Board of Trustees, and wider stakeholders, of the effectiveness of local safeguarding arrangements. It will provide an update on the progress and work streams agreed in the safeguarding strategy 2017 – 2018¹.

St Ann's Hospice remains committed to ensuring safeguarding is part of its core business and recognises that safeguarding children, young people and adults at risk is a shared responsibility with the need for effective joint working between partner agencies and other professionals.

St Ann's Hospice recognises its responsibility to uphold individual human rights, treat individuals with dignity and respect and safeguard them against abuse, neglect, and discrimination.

This report aims to provide assurance that service users and their families continue to be protected and staff are supported to work in partnership; and to respond proportionately and appropriately to safeguarding concerns and adults at risk accessing services across St Ann's hospice and their families, or carers.

The annual report for safeguarding children, young people and adults at risk for April 2017 to March 2018 is in line with Working Together to Safeguard Children 2013² and the Care Act 2014³.

Safeguarding

Everybody has the right to be safe no matter who they are or what their circumstances. Safeguarding is about the protection of harm by abuse and/or neglect. Safety from harm and exploitation is a basic need, being and feeling unsafe undermines our relationships and self-belief. Safeguarding is a range of activities aimed at upholding a child and adult's right to be safe. This is important as some children, young people and adults because of their age, environment, situation or circumstances are unable to protect themselves.

Governance Arrangements

The Deputy Chief Executive and Director of Clinical Services is the Board lead with executive responsibility for safeguarding; supported by a named Safeguarding Lead. The Safeguarding Lead is in place to ensure that all staff and volunteers within St Ann's Hospice and St Ann's Trading Company receive the required advice, support, and supervision in relation to safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguards and PREVENT.

In the past year, St Ann's Hospice has met all its statutory requirements in relation to safeguarding children, young people and adults; remaining fully compliant with the Care Quality Commission (CQC) fundamental standards⁴ relating to safeguarding, commissioning and The Charity Commission⁵.

Recruiting and maintaining a safe workforce under the Safeguarding Vulnerable Group Act 2006 and the Protection of Freedoms Act 2012⁶, St Ann's Hospice complies with requirements of the Home Office Disclosure and Barring Service (DBS) in order to ensure that appropriate levels of pre-employment & pre-volunteering checks are carried out during the recruitment process, particularly those engaging in Regulated Activity. In addition DBS checks are undertaken every three years following commencement.

The Executive Leadership Team receives as a minimum, an annual report of safeguarding activities and assurances from the Safeguarding Lead via the Deputy Chief Executive and Director of Clinical Services.

Supervision

The Safeguarding Lead receives monthly 1:1 line management supervision from the Deputy Chief Executive and Director of Clinical Services. Additionally, the Head of Safeguarding, NHS Stockport Clinical Commissioning Group

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provides regular safeguarding supervision, both 1:1 and via the Safeguarding Health Forum. The Safeguarding Lead also receives regular updates on safeguarding practice and national updates provided via a weekly bulletin.

Staff receive safeguarding supervision from the Safeguarding Lead, via case management oversight, supporting the development of knowledge and skills. Ensuring staff are equipped with the necessary skills, confidence and support to fulfil their safeguarding responsibilities.

Quality Assurance

The Care Quality Commission conducted inspections at the three sites in the last quarter of 2016. The rating outcome for the key line of enquiry for safeguarding was 'Good' for all sites.

After April 2018 all hospices will be assessed and rated for the first time using CQC assessment framework for healthcare services⁷. It is therefore anticipated that all sites will be inspected as one organisation no earlier than 2019.

This year (2017-2018) has seen a continuation of the strengthening and improvement of the arrangements in place to safeguard patients and their families and to continue to develop and embed a culture that puts safeguarding at the centre of care.



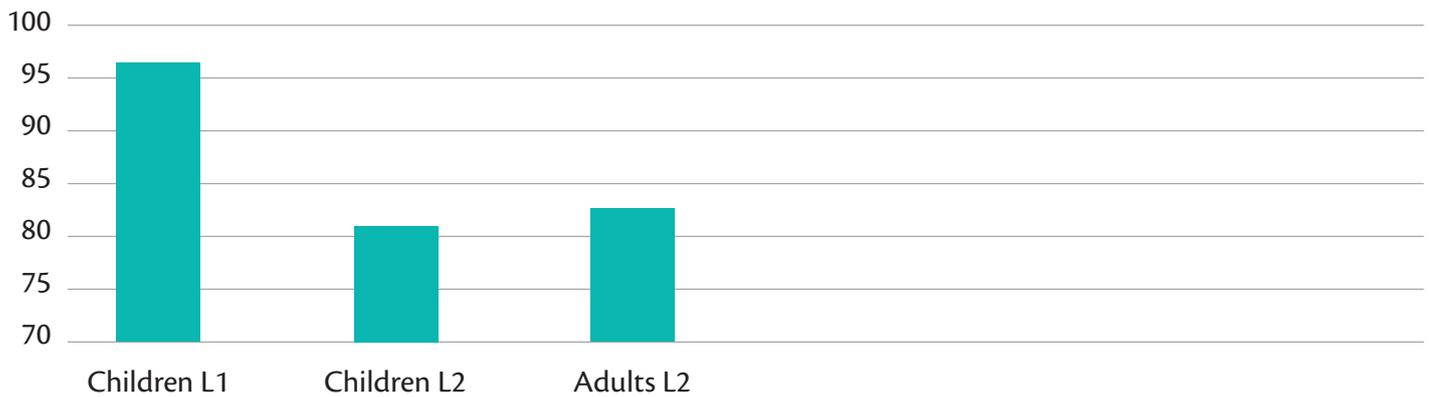
Training

Safeguarding Adults and Children: Compliance target 80%

The compliance target of 80% was exceeded in all three levels of the required safeguarding training.

All new starters complete introductory safeguarding training within six weeks of commencing employment at St Ann's Hospice.

Safeguarding Training 2017-2018



Safeguarding Adults/Children	Delivery/Completed	Staff Group
Children Level 1	E-learning	All staff (clinical and non clinical)
Children Level 1 and 2	Classroom / E-learning	All clinical staff
Adults Level 2	Classroom / E-learning	All clinical and patient contact
Children Level 3	Classroom / Sept 2016	Safeguarding Lead/Social Workers

Planned Training:

Safeguarding Adult and Children: Compliance target 85%

Safeguarding	Delivery	Staff Group
Level 3	Classroom / E-learning	Safeguarding Lead/Social Workers
Level 1 and 2	Classroom	All clinical and patient contact
Level 1	E-learning	All staff (clinical and non clinical)
Refresher	E-learning	All clinical and patient contact



Mental Capacity Act (MCA) & DoLS

Safeguarding Adults and Children: Compliance target 80%

The Mental Capacity Act (MCA) 2005⁸ applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales who are unable to make all or some decisions for themselves.

The MCA is designed to protect and restore power to those vulnerable people who lack capacity.

The MCA also supports those who have capacity and choose to plan for their future – this is everyone in the general population who is over the age of 18.

All professionals have a duty to comply with the MCA Code of Practice⁹.

MCA & DoLS	Delivery/completed	Staff Group
Best Interest Assessor BIA/DoLS refresher	Classroom/ December 2017	Safeguarding Lead
MCA Master class	Classroom/Nov 2016	Safeguarding Lead/Social Workers/ Team Leaders/Supervisors

Planned Training:

Compliance target 85%

MCA & DoLS	Delivery	Staff Group
BIA/DoLS refresher	Classroom	Safeguarding Lead/ BIA qualified social workers
MCA	Workshops	All clinical
MCA awareness	E-learning / poster campaign/ staff hub	All clinical and patient contact



PREVENT

Prevent is part of the UK's Counter Terrorism Strategy known as CONTEST. Prevent works to stop individuals from getting involved with, or supporting, terrorism or extremist activity. Radicalisation is a psychological process where vulnerable and / or susceptible individuals are groomed to engage in criminal, terrorist activity.

PREVENT -Level	Method
*WRAP Level 3	Face to face: Safeguarding Lead – March 2016
Level 2	Incorporated into Safeguarding Level 2
Level 1	Leaflet distributed to all staff groups - 2016

*Workshop to Raise Awareness about PREVENT

Accountability and legislation:

Prevent is part of mainstream safeguarding and therefore all health staff must ensure vulnerable people are safeguarded.

The NHS Standards Contract¹⁰ requires all NHS funded providers to demonstrate they comply with the requirements of the Prevent Duty. This includes ensuring that there is a named Prevent Lead and that there is access to quality training for staff in their organisation.

PREVENT:

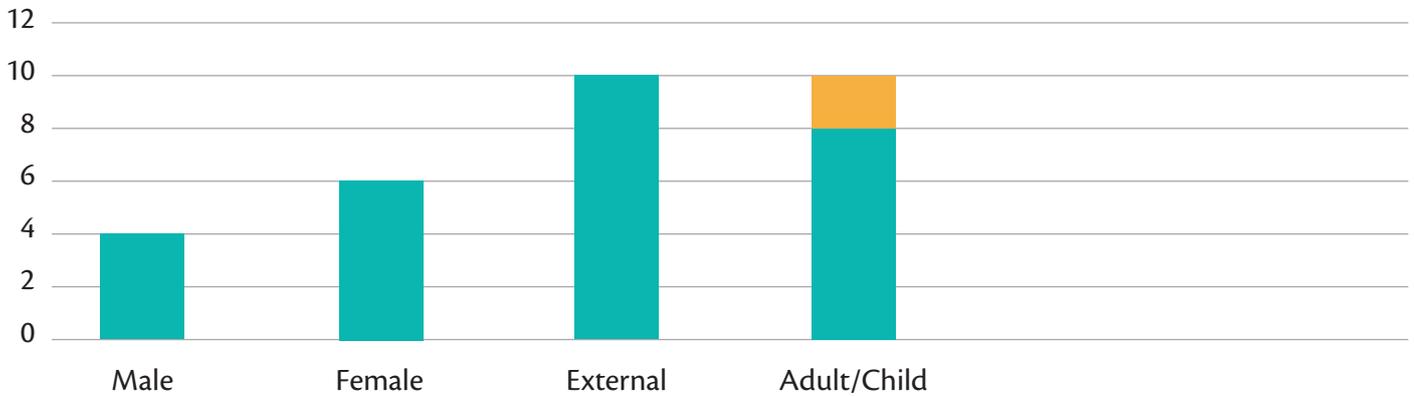
Compliance target 85%

Level	Delivery	Staff Group
Level 3	Enhanced E-learning	Safeguarding Lead, Ward Managers, Social Workers, Registered Managers, Site Managers, all undertaking home visits
Level 2	E-learning	All staff clinical / non clinical with contact with patients and families
Level 1	Leaflet / resources on staff hub	Non clinical staff with no contact with patient and families



Safeguarding Activity:

Safeguarding Referrals 2017-2018



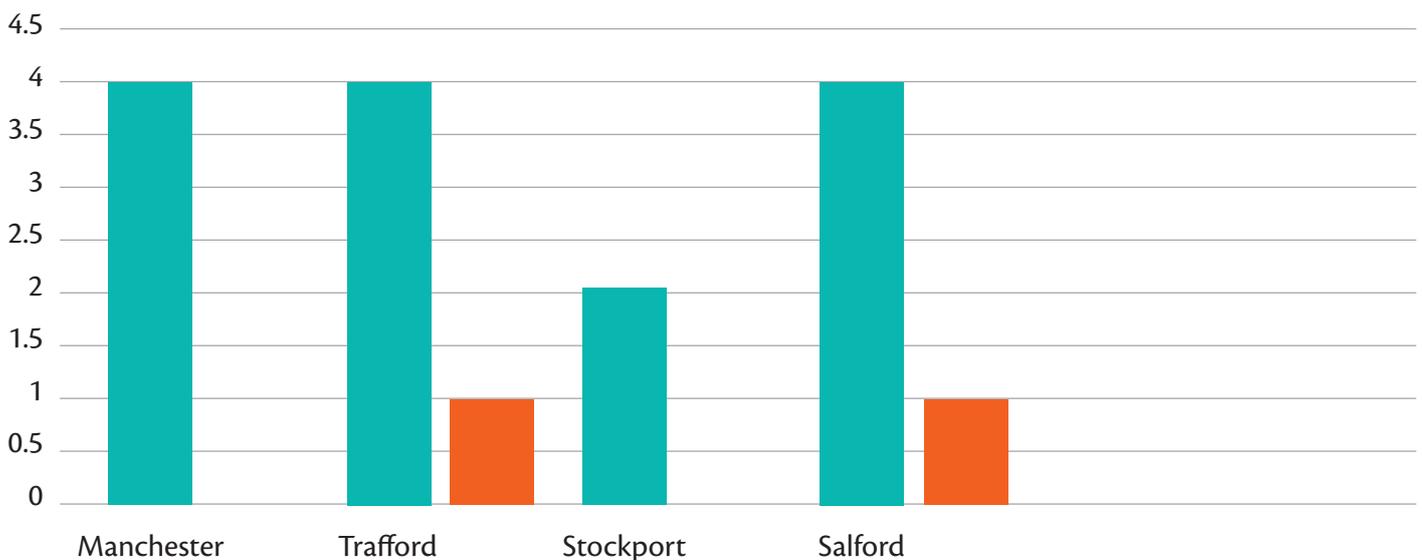
Children

Deprivation of Liberty Safeguards (DoLS):

The Deprivation of Liberty Safeguards (DoLS)¹¹ are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes, hospitals and hospices are looked after in a way that does not inappropriately restrict their freedom.

The safeguards set out a process that hospices, hospitals and care homes must follow if they believe it is in the person's best interests to deprive a person of their liberty, in order to provide a particular care plan. It is then the role of the relevant Local Authority (Supervisory Body) to arrange for assessments to ensure the deprivation of liberty is in the person's best interests.

Deprivation of Liberty (DoLS) 2017 - 2018



Local Authority

Authorised

Achievements 2017 -2018

- ✔ Appointment of named Safeguarding, MCA & PREVENT Lead
- ✔ Electronic patient database – alert/flagging system
- ✔ MCA training needs analysis completed
- ✔ Capacity Assessment & Best Interest documentation in place
- ✔ Safeguarding standing agenda item at relevant meetings and forums
- ✔ Safeguarding training reviewed and refreshed.



Future areas of development 2018 -2019

Increase safeguarding awareness:

- Utilise staff hub as a resource for all staff groups
- Explore the use of social media to increase awareness and profile of safeguarding
- Contribute to future service planning ensuring that safeguarding remains central to service provision
- Develop safeguarding champions across organisation
- Safeguarding statement to be included in all job descriptions
- Develop Domestic Abuse policy. Briefings delivered to managers / supervisors.

Continue to strengthen and improve of the arrangements in place to safeguard our patients and families; continuing to develop and embed a culture that puts safeguarding at the centre of care.

- Remain legally and contractually compliant
- Develop / access enhanced E-learning – Safeguarding Adults & Children, MCA and DoLS
- Utilise electronic incident reporting to capture safeguarding concerns
- Review and refresh policy and procedure
- Carry out audit in relation to capacity and best interest decisions
- Carry out planned PREVENT training
- Self-assessment against KLOE Safe, Health and Social Care Act 2008/13. Regulations 2014: Regulation 13
- Refresh and update safeguarding strategy (2017 – 2018)



References

1. St Ann's safeguarding strategy 2017 - 2018.
2. Working Together to Safeguard Children 2015 updated 2018
3. Care Act 2014, Chapter 23, Part 1, S 42 -47
4. Care Quality Commission (CQC) fundamental standards relating to safeguarding – regulations 2014: Regulation 13: Safeguarding Service users from abuse and improper treatment, Health & Social Care Act 2008 (regulated activities)
5. Charity Commission England & Wales, Policy paper –Strategy for dealing with safeguarding issues in charities updated December 2017
6. Safeguarding Vulnerable Group Act 2006 amended by the Protection of Freedoms Act 2012
7. Care Quality Commission assessment framework for healthcare services 2018 – Key lines of enquiry, prompts and ratings characteristics for healthcare services
8. The Mental Capacity Act (MCA) 2005
9. Mental Capacity Act (MCA) Code of Practice 2007
10. National Health Service (NHS) Standards Contract 2017/2019 updated May 2018
11. Deprivation of Liberty Safeguards (DoLS) 2008 amendment to Mental Capacity Act 2005

