

Safeguarding Adults and Children Annual Report 2019-2020



1.0 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 & refreshed strategy 2019 - 2020

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.

St Ann's Hospice strives to ensure that all staff are knowledgeable, confident and equipped with the skills to deal with process and procedures when concerns arise relating to safeguarding and patient safety.

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.

Additionally, this report acknowledges the onset of the COVID -19 pandemic and the additional measures introduced to further ensure the safety and well – being of St Ann's patients and their families/carers.

The annual report for safeguarding children, young people and adults at risk for April 2019 to March 2020 is in line with 'Working Together to Safeguard Children 2013² and the Care Act 2014³.



2.0 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 adults 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.



3.0 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, supervision in relation to safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguards and PREVENT.

Additionally, Quarterly Safeguarding assurance meetings are held with the Stockport Clinical Commissioning Group safeguarding team.

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 level 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.



4.0 Supervision

The safeguarding lead receives monthly 1:1, line management supervision from the Deputy Chief Executive and Director of Clinical Services. Additionally, the Designated Nurse Safeguarding Adult/Mental Capacity Act Lead, NHS Stockport Clinical Commissioning Group 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.



5.0 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.

As from 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. Over the last year we have had virtual keep in touch meetings with the CQC relationship owner/lead inspector.

This year (2019 -2020) 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 center of care.

We have produced and implemented Nurse Safe Staffing Guidelines on the inpatient units to ensure that the nursing workforce matches the acuity and dependency of the patients based on the inpatient unit at any one time. The guidance takes into account the level and skill mix of the nursing workforce to deliver safe and effective care and outlines the expectations and framework within which decisions on safe and sustainable staffing should be made to support the delivery of safe, effective, caring, responsive and well-led care on a sustainable basis.

Assurance around our safeguarding arrangements are annually verified by the Stockport CCG safeguarding department via the completion of the national Safeguarding Assurance Tool.



6.0 Response to COVID 19

St Ann's Hospice responded quickly to the challenges created by the Coronavirus pandemic. To ensure greater protection for our patients, visitors, volunteers and staff, St Ann's Hospice instigated the following measures.

6.1 Patient/visitor/staff – Safety & Well-being

- Increased partnership working with CCG, Hospice UK, CQC – sharing of information, learning and best practice.
- Implemented requirements of Public Health England & related government guidance.
- Reduction of bed capacity at Heald Green from 27 to 24 in accordance with Public Health England social distancing guidance.
- Timely access to COVID19 testing for all staff & their families who present with symptoms.
- Initiated an infection control inspection.
- COVID19 Antibody testing available for staff.
- Increased infection control measures e.g. hand sanitizers, increased use of Personal Protective Equipment (PPE).
- Adopted the cohort nursing model.
- Family Liaison role introduced to support patients & families.
- Personal circumstances risk assessments completed by all staff.
- Staff wellbeing & support – wobble room, CareFirst, NHS Mental Health Helpline, Occupational Health & Schwartz Rounds.
- Reduced number of people accessing the building e.g. limited visiting for patients, staff supported to work from home/remote working.
- Redeployment of staff to support business continuity.
- Daily executive/Head of Department meetings.
- Daily 'Huddle' meetings to update all staff.
- Adapted service provision e.g. video/telephone calls.

St Ann's continues to remain current with changes to guidance and best practice.

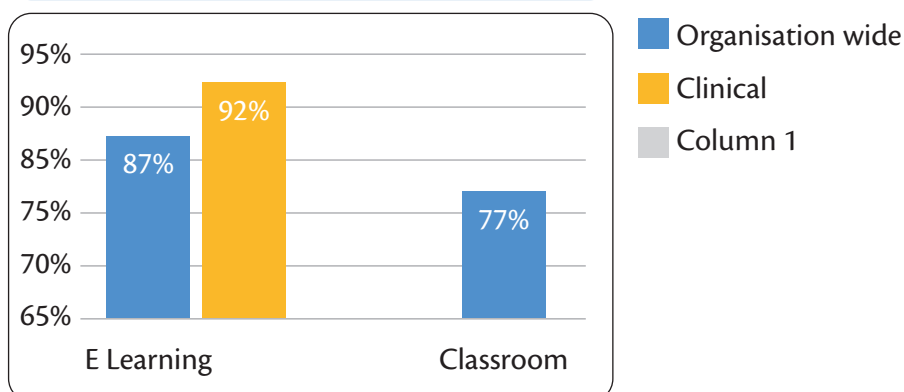
7.0 Training

7.1 Safeguarding Adults & Children: Compliance target 85%

The compliance target of 85% for training has not been achieved in all levels of the required safeguarding training this year. This is a result of Face to face training being cancelled due to the onset of the COVID – 19 Pandemic. However, this target has again been exceeded for E learning training completed.

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

Safeguarding Training 2019 - 2020



Safeguarding Adults/Children	Delivery/Completed	Staff Group
Children Level 1	E learning	All staff (clinical & Non)
Children Level 1 & 2	Classroom/ E learning	All clinical staff
Adults Level 2	Classroom/ E learning	All clinical & patient contact
Children Level 3	Classroom & E learning (External)	Safeguarding Lead/Social Workers
Safeguarding Supervision Skills Level 5	Classroom	Safeguarding Lead

7.2 Planned Training:

Safeguarding Adult & Children: Compliance target 85%

Safeguarding	Delivery	Staff Group
Level 4/5	E learning/webinars/ virtual	Safeguarding Lead
Level 3 Adults	Classroom/E - learning	Social Workers and all Clinical Staff groups
Level 1 & 2 Adults & Children	E -learning	All clinical & patient contact
Level 1 Adults & Children	E -learning	All staff (clinical & Non)
Refresher Adults & Children	E -learning	All clinical & patient contact

7.3 Mental Capacity Act (MCA) & DoLS: Compliance target 80%

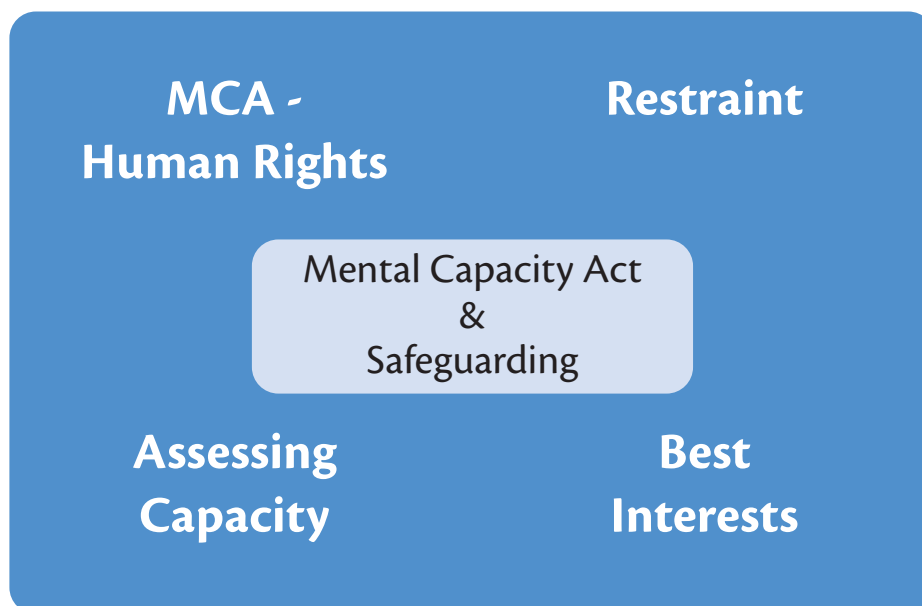
The Mental Capacity Act (MCA) 2005⁸ applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales who are unable to make all or some decisions for themselves.

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.

This year 85% of all clinical staff have undertaken 5 modules of the E Learning for Healthcare (ElfH)



MCA & DoLS	Delivery/completed	Staff Group
Best Interest Assessor BIA/ DoLS refresher	Classroom October 2019	Safeguarding Lead BIA qualified Social Workers (2)

MCA	E-LfH 5 E learning Modules	All clinical
MCA awareness	E learning/poster campaign/staff hub	All clinical and patient contact

7.4 Planned Training 2020 - 2021: Compliance target 85%

8.0 PREVENT

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

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.

In response to St Ann's duties as part of the PREVENT Strategy, working with partner agencies across the health economy we now submit a quarterly report on PREVENT training and referrals made.

8.1 PREVENT: Compliance target 90%

We have succeeded the compliance target of 90%, achieving 95% compliance for staff in substantive posts.

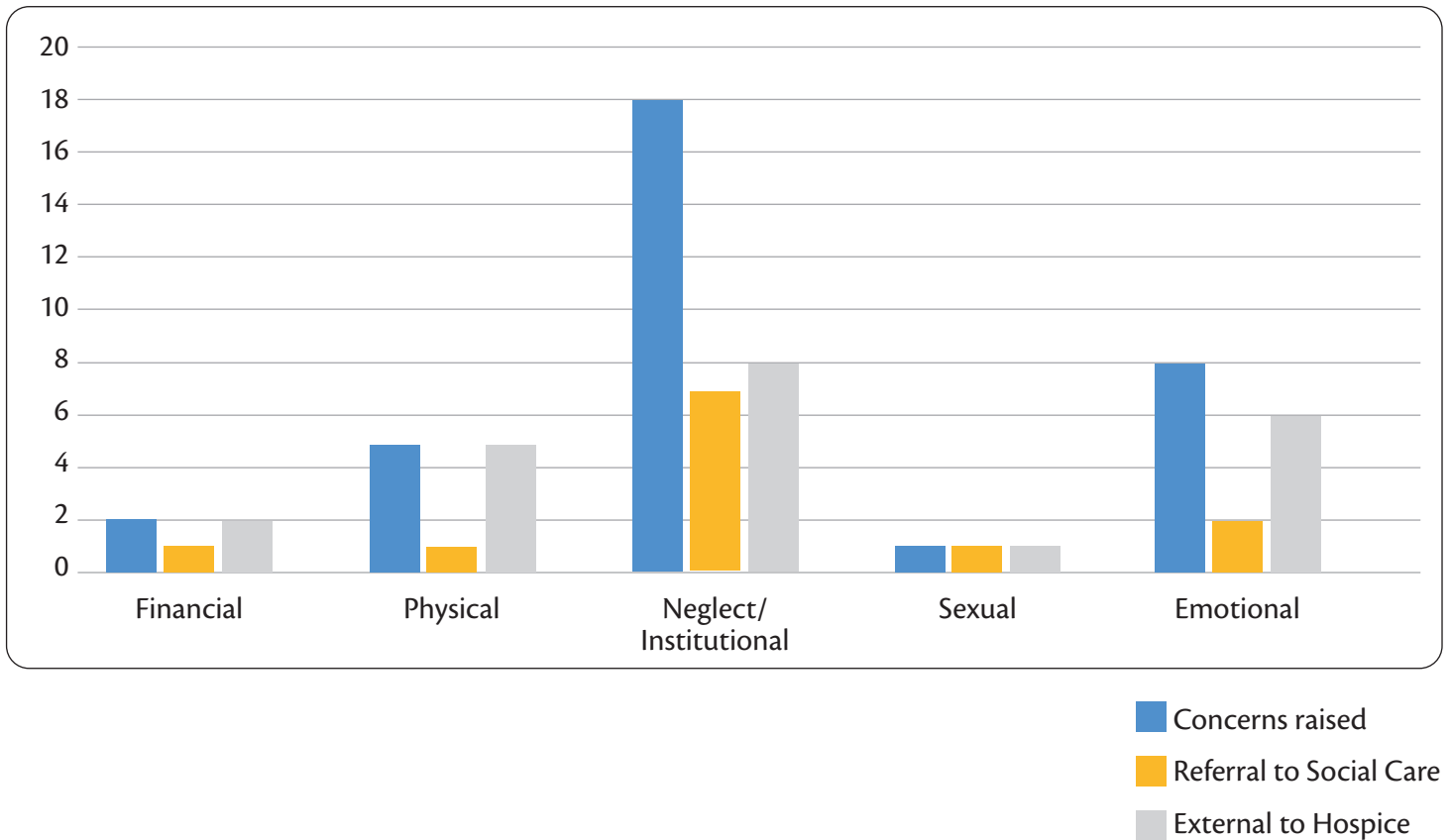


Level	Delivery	Staff Group
Level 3	Enhanced E-learning	Safeguarding Lead, Ward managers, Social Workers, Registered managers, site managers, all undertaking home visits.
Level 2	E-learning	All staff clinical/non clinical with contact patient & families
Level 1	Leaflet/resources on staff hub Non – clinical	Non – clinical (no contact with patients families)

9.0 Safeguarding Activity:

All safeguarding concerns are logged on the electronic incident reporting system. The majority of the safeguarding concerns raised related to incidents external to the Hospice.

Safeguarding Concerns 2019 -2020



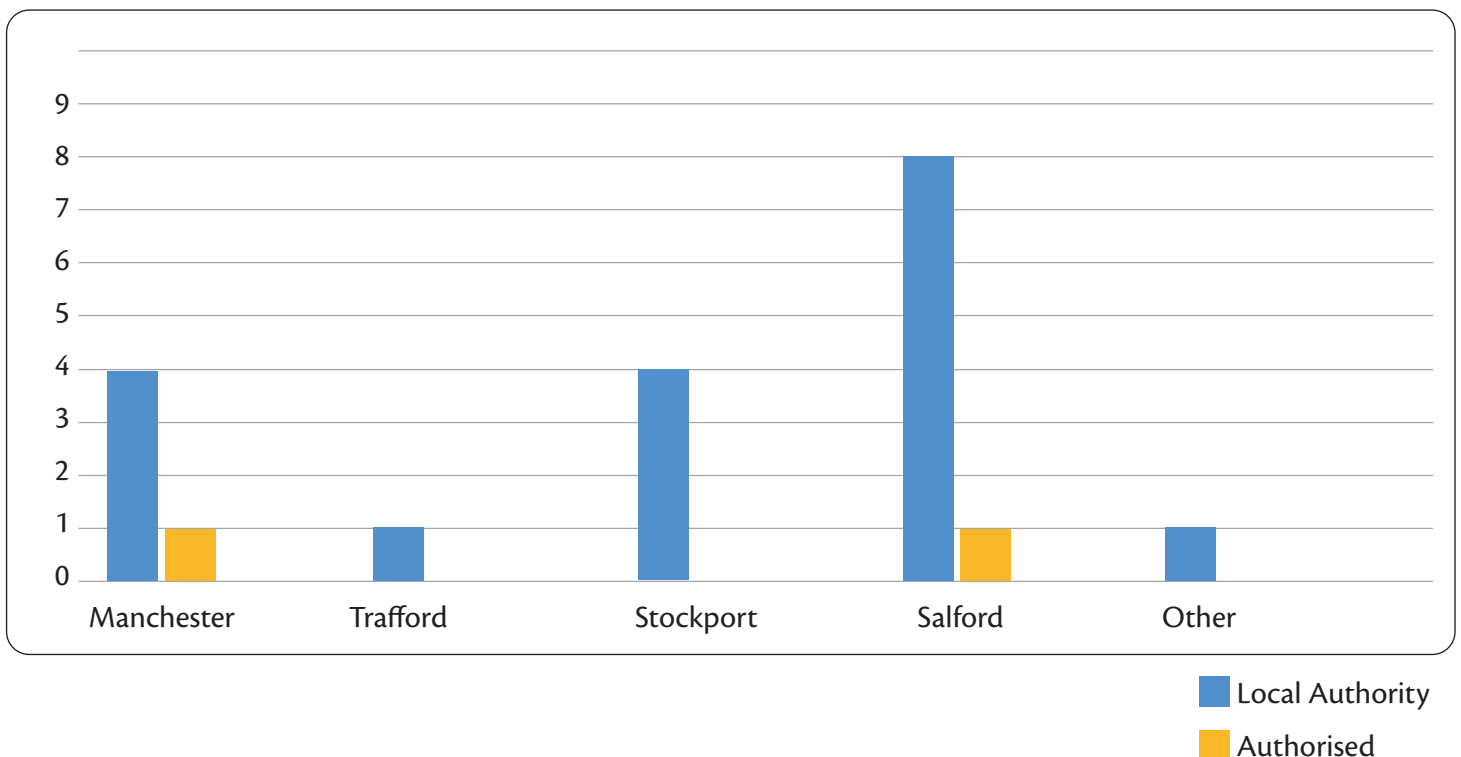
10.0 Deprivation of Liberty Safeguards (DoLS):

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.

The Deprivation of Liberty Safeguards (DoLS) is scheduled to be replaced by the new Liberty Protection Safeguards (LPS). However, it is now envisaged that the new legislation will not come into force until 2022.

Deprivation of Liberty (DoLS) 2019 - 2020



11.0 Achievements 2019 - 2020

- ✓ Continued contribution to future service planning ensuring that safeguarding remains central to service provision.
- ✓ Introduced 7-minute briefing model to support learning from incidents
- ✓ Developed distinct Chaperone Policy
- ✓ Enhanced Adults and Children Safeguarding accessed via E-LfH.
- ✓ Enhanced E Learning Mental Capacity Act training for all clinical staff E -LfH
- ✓ Reviewed and refreshed all relevant policies and procedures.



12.0 Future areas of development 2020 -2021

- Review and refresh blended learning classroom based & E -learning Safeguarding training
- Safeguarding Lead to provide a virtual 'Meet & Greet' with all new starters.
- Safeguarding awareness training to link with staff organisational induction day.
- New starters to be automatically enrolled on Safeguarding training
- Review relevant policy & procedure
- Develop and implement Discharge Policy & Procedure
- Develop a Safeguarding section on organisational staff hub.
- Refresh and update safeguarding strategy – focusing on forward planning to address emerging themes and any developing risks and challenges.



13.0 References

- 1 St Ann's safeguarding strategy 2017 – 2018 & refreshed strategy 2019 -2020
- 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