

Croydon Safeguarding Adults Board

Annual report
2020 / 2021

“Working together
safeguarding, supporting and
making services better for
adults in Croydon who are at
risk of abuse and neglect.”



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Foreword by the Independent Chair



Welcome to the 2020/2021 Annual Report of the Croydon Safeguarding Adult Board

Every year we deliver our Annual Report to meet our statutory requirements under the Care Act 2014 and equally importantly, to make sure the citizens of Croydon are able to read about and comment on our work as a Safeguarding Adults Board, in that regard, this year is no exception.

However, this has been a period of exceptional pressure, change and achievement. Staff in all agencies represented within the Safeguarding Adults Board and indeed across Croydon have delivered services in exceptionally difficult times and our thanks, as Safeguarding Board Members and as the Independent Chair, cannot be repeated often enough. That work made services safer, allayed fears and anxieties, provided families, often in tragic circumstances, with support and help and was delivered with compassion. The response to the significant challenges have been met with courage and resilience.

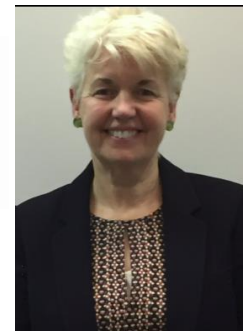
We also know we have yet to see the full impact of Covid19 on all sectors of our shared work, leisure and business in Croydon and of course elsewhere. We therefore continue to be aware, that residents who are most vulnerable and most impacted need us to work together to improve Adult Safeguarding and make all services safer.

We have examples of good practice across the partnership with services continuing in vital areas such as mental health, home care and community based voluntary services delivered by all partners. All within Covid guidelines. We report on the views of the Board Lay Member, who sits on the Safeguarding Adult Review Sub Group and provide 7 Minute Briefings on two cases reviewed during the year.

I want to thank all who continued to work on the Safeguarding Adults Board in Croydon in what has been, by any standards, a very difficult year. My thanks to the Vice Chair of the Board Detective Chief Inspector David Williams, the Chairs of the Sub Groups, where the majority of the work of the Board is progressed and to the Safeguarding Adults Board Team, Denise Snow and Lesley Weakford, all of whom worked so hard during this past year. I also want to especially mention the Voice of the People Sub Group which made exceptional progress during the year.

We will continue to work to ensure services meet the requirements of the Care Act in a changing environment. As we move towards implementation of integrated care services in the context of meeting increasingly complex needs, we will continue to work across Board Agencies and beyond, to bring the very best of our shared knowledge and expertise together to effectively protect vulnerable adults from abuse and neglect, including self-neglect in Croydon.

Annie Callanan
Independent Chair



Covid-19

Good Practice Across the Partnership



Management of Covid-19 Pandemic by the Health Sector in Croydon.

- Successful management of the roll-out of vaccines.
- Infection control training and support to Care Homes

Croydon University Hospital were innovative and introduced a Memory Box arrangement, previously used for children. This was as a response to families not being able to visit at end of life.

Adult Social Care made changes to how referrals were managed during Covid. The Section 42 team and Professional Standards team taking on the role of triaging referrals to ensure individuals were safe.

Examples of good partnership working in relation to hospital discharge were evidenced.

I have been working closely with Dr xxx in relation to a very difficult situation which involves a 90 year old woman and her 89 year old husband with dementia and their son who had mental health issues and is the alleged harmer. Dr xx has from the start been responsive and keen to help, supported the adult in the midst of the current pandemic, immediately actioned every request for her support and maintained great communication. This has been a really positive experience and highlights the benefits that can be achieved through joint working.

[Section 42 Safeguarding Team]

It has been a difficult year for everyone, there have been no face to face meetings for the CSAB. However, despite this, all groups have functioned using new technology and continued to carry out all functions of the board.

Age UK befriending volunteers have returned to home visits, this service can help with early intervention. All other AUKC outreach projects/services are returning to home visits.

Care Homes in Croydon were part of a 'deep dive' with the responses showing evidence of good practice. Some homes evidenced innovative ways in how they were able to keep their residents in contact with their family members.

The Commissioning service adapted to remote monitoring as a way to continue reviewing quality of care in Care Homes. During this time the monitoring report template was updated to reflect on infection, prevention and control measures around Covid-19.

Domestic Abuse and Covid-19



OUR STORE IS TAKING A STAND AGAINST DOMESTIC ABUSE

This is a safe space
You can get help here
Please talk to a member of staff

You can also contact Croydon FJC for support
Call 020 8688 0100

Or call the 24hr National Domestic Abuse Hotline
0808 2000 247

#YOUARENOTALONE

Croydon response to C-19 'at a glance'

- 400 DV posters displayed in over 400 Off-Licences in the borough.
- DASV posters displayed in 74 pharmacies in Croydon
- IDVA service and Police in 3 Lidl stores for week of action.
- Police week of action from 4th May onward to tackle high harm perps.
- The FJC remained open offering a drop in and appointment service. Extended opening hours to cover the weekends for a period during lockdown. Now we are open from 8-7pm on Tuesdays and Thursdays.
- Liaised with housing to be able to place victims directly in the two hotels commissioned by Croydon during the pandemic.
- Media campaigns/Twitter/FB posts updating public that we are open.
- Safe Space campaign launched with leading supermarkets (Tesco, Sainsbury's, Morrisons, Lidl, Aldi, and Waitrose) on 4th May 2020 in partnership with the police and the CP foundation.

ARE YOU SUFFERING DOMESTIC ABUSE?
Staying at home isn't safe for everyone

The Croydon FJC is there to support you
Call 020 8688 0100

Or call the 24hr National Domestic Abuse Hotline
0808 2000 247

#YOUARENOTALONE

FJC

Care and support in Croydon for those experiencing domestic abuse

You can make an appointment by contacting us on: 020 8688 0100

We are open Monday, Wednesday, and Friday, 9am-5pm and Tuesday, Thursday 8am-7pm.

CROYDON
www.croydon.gov.uk

Post Covid-19



New Ways of Working and Activities

Croydon Mind, during the period of 1st October 2020 to 31 March 2021, provided social distanced, covid compliant, face to face support as well as remote support to over 160 vulnerable people in crisis.

Covid-19 has brought with it new ways of working and there have been many examples of partners working together to solve problems with flexible working across the whole sector. It has also brought new demands in terms of safeguarding by way of existing and new vulnerabilities including: impact on communities, Mental Health, Domestic Violence, exploitation, poverty, suicide, housing pressures, rough sleepers, emotional wellbeing and LD mortality.

SLaM have been looking ahead and initiated a mental health summit to bring together a range of partners to address the longer-term impact of Covid 19 on the mental health of our local communities. Together with other NHS mental health trusts and commissioners and local authorities, Healthwatch, Public Health England, Citizens UK, Black Thrive and other community partners we have established South London Listens. South London Listens aims to give everyone in South London a voice as solutions are developed to help promote and protect mental health and prevent people falling into a mental health crisis.

Croydon Mind moved to an online and telephone provision. They delivered an outstanding level of support to the over **500** clients registered to their Social Networking Service. During the period this service made **12,933** welfare telephone calls and sent supportive text messages to people.

A dedicated Care Home Strategy Group was established by the Commissioning team to support the market, this was initially for covid-19 but now has expanded its focus on supporting care homes going forward. This will also widen to an all Social Care Provider forum from August 2021.

During the first lockdown Croydon Mind quickly we were able to establish a positive partnership with the London Fire Service and through this relationship provide a weekly delivery of hot meals and food parcels to our clients. This weekly contact enable us to keep in touch with people and combatted loneliness as well as checking in on their welfare.

Safeguarding Statistics 2020 / 2021





Safeguarding Statistics 2020-2021

The figures over the next three pages, are sourced from the data submitted to the Department of Health and Social Care in July 2021, which looks at safeguarding referrals received during 2020-21 and whether they progressed to a safeguarding enquiry for further investigation.

It is important to note that safeguarding preventative work is carried out on the majority of the safeguarding referrals received. The triage work will include risk assessment/management and may result in care act assessments, carers assessments, reviews, signposting to other agencies such as FJC, providing advice and information to adults and professionals around how to stay safe.

This dataset has also been configured to look at those safeguarding enquiries and to establish: where the adults at risk experienced abuse, the type of abuse, who was suspected to be abusing the adult, and the outcome of the enquiries.

The graphics on this page and the next show the demographics of the adults who had at least one safeguarding referral during 2020-21 and the graphics on the following page represent the same referrals which were progressed to a safeguarding enquiry during 2020-21 and their outcome (where known).

It is difficult to make complete comparisons with the previous figures for the following reasons:

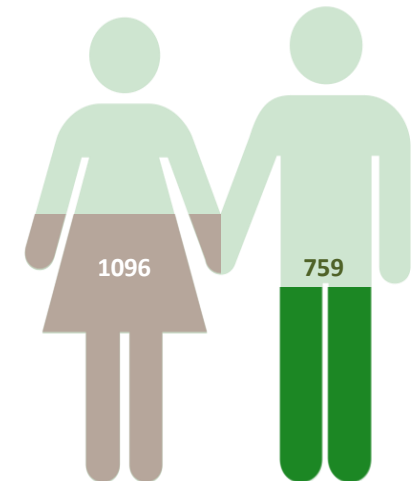
- *During the first lockdown period the LA amended their processes to ensure that staff were freed up in other areas to support shielded residents. Therefore many of the concerns were managed by the S42 Safeguarding team and these were not always recorded as enquiries*
- *During this period the Local Authority changed its electronic client systems which has had an impact on how Activity is reported on.*

Please Note:

- The figures show the comparison between 2020-21 and 2019-20 where possible.
- The location of abuse does not necessarily mean the adult was experiencing abuse from staff at these locations; for example, an adult may be experiencing abuse at a hospital, but it may have been from a relative visiting the adult who was alleged to be causing the abuse.
- Safeguarding referrals are known as 'safeguarding concerns' by the Department of Health and Social Care.

1%

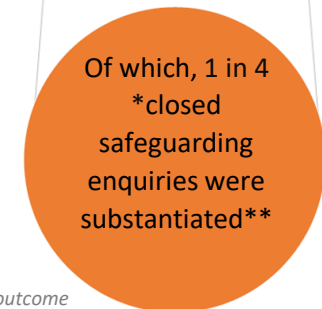
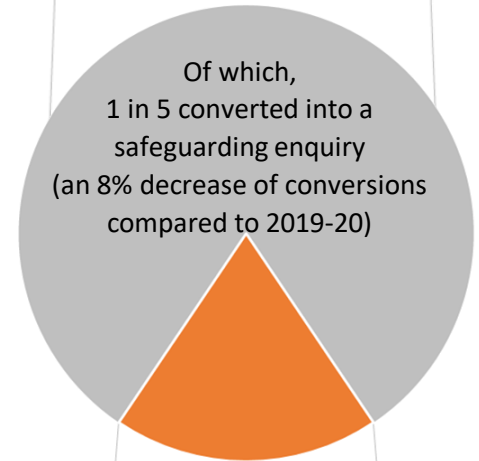
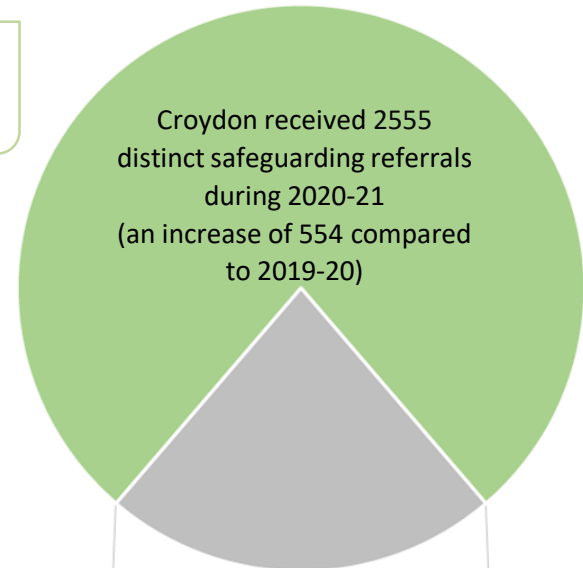
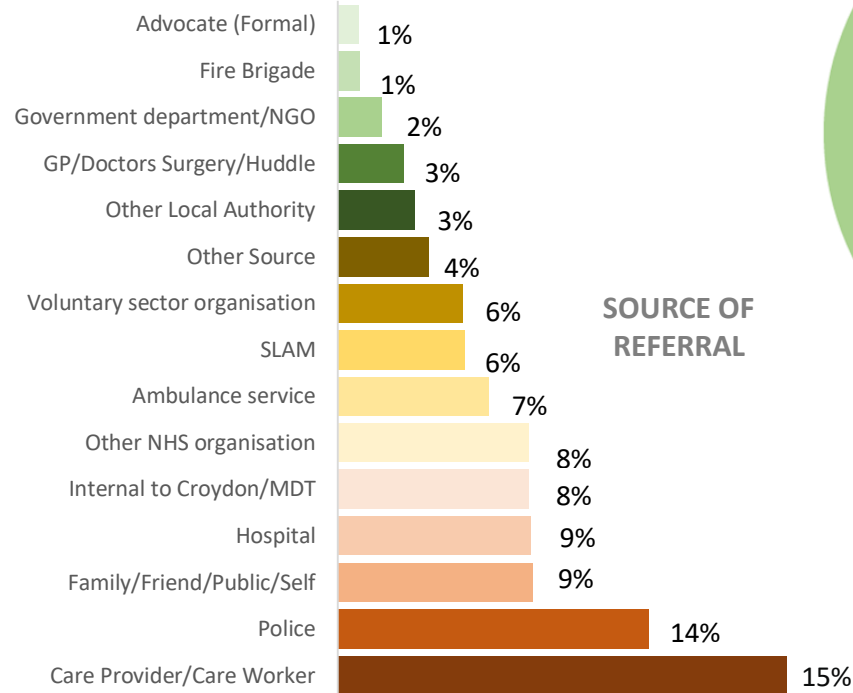
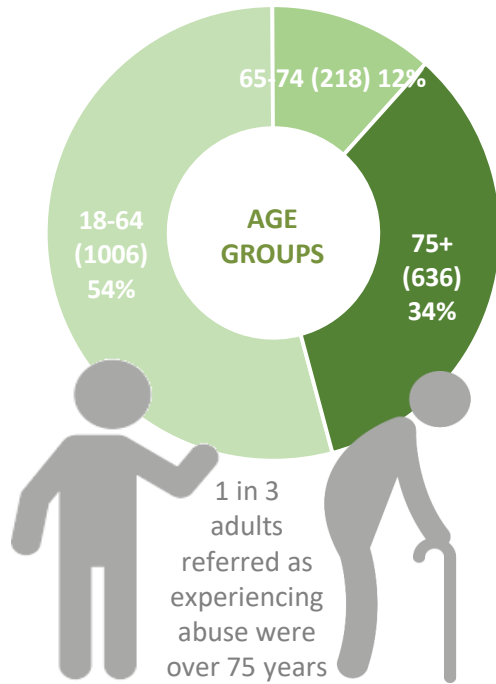
Of the adult population in Croydon had a safeguarding referral in 2020-21 (1855 compared to 1711 last year)



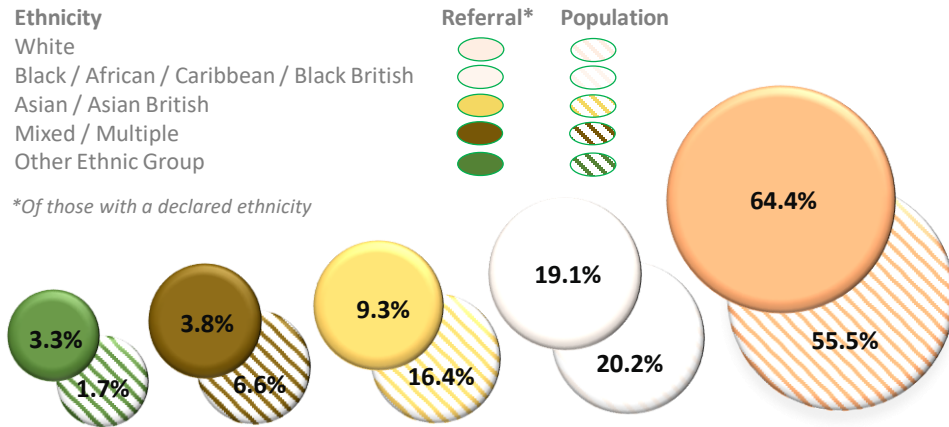
18% more females were reported as experiencing abuse than males, this gap has increased slightly from 16% difference in 2019-20



Safeguarding Referrals Received during 2020-21



ETHNICITY OF REFERRALS vs ETHNICITY OF CROYDON POPULATION



Compared to the ethnicity of Croydon population, Asian / Asian British are underrepresented for Safeguarding Referrals.

However, Black / African / Caribbean / Black British safeguarding referrals are just 1% below its Croydon population percentage.

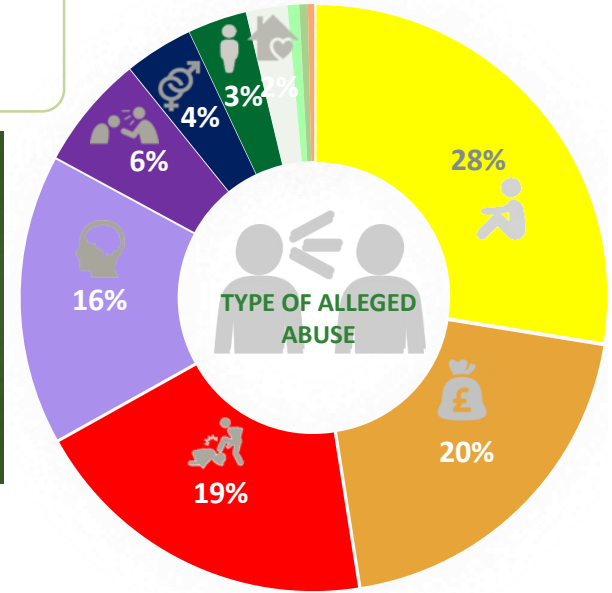
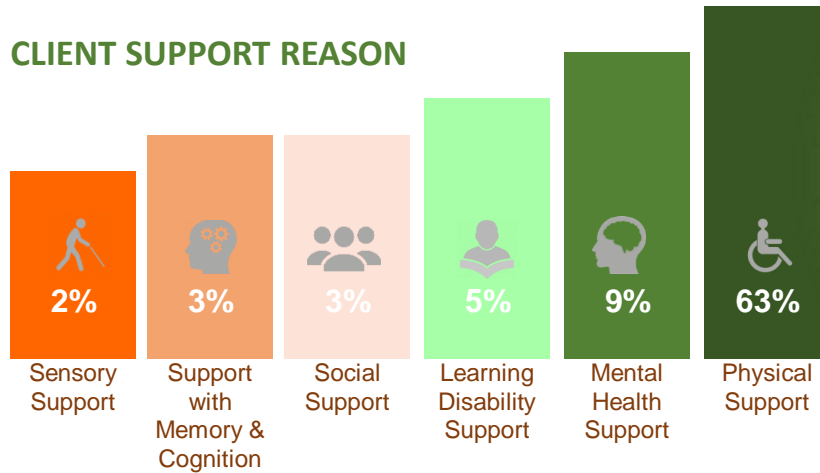
**Of those with an outcome



Safeguarding Enquiries Started during 2020-21

CLIENT SUPPORT REASON

Of the
524
Safeguarding Enquiries started
in 2020-21 (down from 583 in 2019-20)



5 in 8 safeguarded adults referred as experiencing abuse in their own home (an increase of 4% compared to 2019-20)



1 in 4 safeguarded adults referred as experiencing abuse whilst in a care home setting (a decrease of 4% compared to 2019-20)



1 in 20 safeguarded adults referred as experiencing abuse in a hospital environment (no change when compared to 2019-20)



7 in 10 were referred as experiencing abuse from someone they knew (an increase of 10% compared to 2019-20)



1 in 3 were referred as experiencing abuse from a formal carer (no change when compared to 2019-20)



1 in 20 were referred as experiencing abuse from a stranger or unknown person (a decrease of 3% compared to 2019 - 20)

472	Neglect and Acts of Omission
342	Financial or Material Abuse
332	Physical Abuse
274	Psychological Abuse
108	Domestic Abuse
65	Sexual Abuse
56	Self-Neglect
39	Organisational Abuse
11	Sexual Exploitation
8	Modern Slavery
6	Discriminatory Abuse

Lay Member



The role of Lay Members

A Lay Member will act as an independent voice and offer a wider perspective that recognises the diversity of our local communities in Croydon. Croydon SAB currently has one Lay Member who provides this contribution to the Annual Report .

Lay Members play an important role in the oversight, scrutiny, decisions and policies made by the Croydon Safeguarding Adults Board.

The CSAB are keen to recruit further Lay Members going forward.



Covid-19

It has been a difficult year as a Board Member with no face to face meetings.

Covid has impacted on vulnerable adults and limitations on day services and visitors to homes. This has made the role of safeguarding even more crucial.

Safeguarding Adult Review [SAR] Sub Group

The SAR sub group, on which I sit, has dealt with many difficult cases. We have commissioned 4 SARs and I have been impressed by the professionalism and determination of the independent reviewers. The challenge from SARs and other reviews is in ensuring that the lessons are learned and embedded in practice.

Safeguarding Adult Review - Catherine 2020 / 2021



Recommendations

1. Opened safeguarding cases should not be closed until assessments have been fully completed with evidence of contact with the client [ASC].
2. Ensure that referrers of safeguarding referrals are provided with feedback as to action taken. [ASC]
3. CSAB to be assured of good practice, upon receipt of information to search their systems to identify previous involvement with that individual or address including details of next of kin. [All]
4. CSAB to be assured that cases that fit the S42 enquiry threshold are being progressed as such and not left on waiting lists.
5. CCG to ensure the GP practice reviews the use of letters when they have had no contact/response from elderly individuals with a MH history.
6. CCG to remind GP practices about the need to maintain accurate patient information including review meeting outcomes.
7. Suspected crimes should be recorded and investigated. [Police]
8. CHS Emergency Department triage nurses to be reminded of the need to fully complete the safeguarding assessment process.
9. CSAB to remind all agencies about the important of the use of advocacy, MCAs and to ensure best interest decisions are made.
10. SLaM to ensure discharge policies reflect the most recent NICE guidance.
11. When agencies raise concerns with police about an individual which may result in a forced entry, where possible they should accompany officers.
12. Assurance that One Croydon Alliance is being utilised and making a difference to outcomes. [CSAB]
13. Suspected crimes against vulnerable adults should be reported to police. [CSAB]
14. CSAB to produce an escalation policy.
15. CSAB to be assured that the VB SAR recommendations have been progressed.
16. Arrangements are made for cleaning properties before handing back to a family following scenes of a death that pose environmental health hazards, . [Police/Coroner]

Catherine 7 Minute Briefing

<https://www.croydonsab.co.uk/about-us/safeguarding-adult-reviews/>

Case Summary

Catherine was a 85 year old women, born in Ireland and a widow, her husband died in 2002. She owned her own property, a flat which was situated above a business premises which she also owned and rented out. Her first contact with mental health services was in 1974 when she had a diagnosis of Paranoid Schizophrenia. She had further contact with Mental Health Services between 2002 – 2011 receiving both inpatient and community services, she was last seen by her GP in 2014. She was referred to Adult Social Care in 2003, 2004 and 2008. Catherine was a vulnerable adult who had been in receipt of services throughout her life.

Her family and friends, both in the London and Ireland were supportive and engaged throughout the SAR process and worked closely with the CSAB and the author. They have also offered to engage in any training sessions and this offer has been accepted.

Learning

- Multi agency Bitesize training which ASC will lead, sessions held across the partnership connecting both the Catherine and VB SAR for training purposes.
- Waiting lists in ASC lower, Senior Management Team reviewing lists on a regular basis, a tracking system in place which also tracks timeliness.
- SLaM reviewed discharge policy in line with NICE guidance. Audit to take place in 2021.
- Shared learning through the integrated systems in place such as the Huddles assisting enhancement of partnership working.
- Police using the case for training and recommendations from the review shared with Chief Inspectors.
- Specialised tracking audits across ASC to be undertaken, mental health already completed – reports to be shared with the CSAB quarterly meetings.
- CHS undertaking multi agency audits and work to strengthen discharge processes.
- CHS sharing SAR presentation to numerous teams (approximately 400 staff)
- SAR presentation shared widely at many forums and meetings, CCG shared with colleagues across South West London and on the NHS collaboration platform.
- Teams across the partnership shared the Bitesize presentation at awareness sessions.
- CHS built action of sharing the learning into their safeguarding annual audit to ensure learning has been embedded.
- Draft Escalation Policy developed by the Professional Standards Team.

Learning from SAR requests 2020 / 2021



7 Minute Briefing - TD

CASE SUMMARY

Mr T. White British, aged 39. Diagnosis of severe learning disability, autism, epilepsy, unable to communicate verbally. Lives in residential care home.

The incident: Taken by ambulance and admitted to Intensive Care with status epilepticus. Found to have a dental abscess. The uncontrolled seizures affect the natural reflexes such as swallowing, coughing and breathing. There is pneumonia and a partially collapsed lung. Opinion is advanced that the tooth infection may have lowered Mr T's threshold for seizures.

Background: For some years, Mr T was a dental patient at the Hospital dental department where general anaesthesia was an option. After being discharged to Community dentistry (approximately five years prior to the incident), Mr T had 11 dental appointments but there were challenges in conducting the dental check as he was often agitated and uncooperative. He was not always accompanied to appointments by the same carers.

METHODOLOGY AND THEMES IDENTIFIED

A questionnaire was devised and completed by a number of organisations involved (directly or indirectly) in the case, plus a number of individuals with relevant expertise.

It was clear that communication was the key area for learning. It was lacking to various degrees across a range of areas.

The second theme was systems and processes. Good systems and processes should have supported the wellbeing of Mr T and facilitated communication. Where they were lacking, or not followed, or not communicated, this could not happen.

The third theme was learning disability. Care of and responses to an individual with LD needs to be suited to their particular needs.

HOW THE LEARNING WILL BE SHARED

Publication of detailed 7 Minute Briefing.

SPECIFIC LEARNING POINTS IDENTIFIED

- Communication lacking; between care home and dental surgery; hospital and care home.
- Breakdown of communication between service provider and family as to who would arrange any thorough dental treatment.
- Lack of reviews by funding authority.
- Joint approach required (all parties) so no one agency holds a small and isolated part of the information. Information on risks should be shared and acted upon.

- Individuals with LD often have worse teeth than the general population, so critical to have regular check-ups.
- Common misconception that individuals with a learning disability do not feel pain in the same way as others.
- Where individual is non-verbal, important to recognise and document signs of pain and discomfort.
- Link between poor oral health and aspiration pneumonia.

- Carers to understand their responsibility to advocate for individual at appointments.
- Risk assessment required re. potential consequences of lack of dental care. Carers should understand need for good oral care and potential impact where it is lacking.
- Need for escalation policy where dental treatment not able to be provided in a timely manner.

CSAB Priorities 2020/2021



CSAB Priorities 2020 - 2021



The following priorities were agreed at the Development Day in January 2020. Cross cutting themes will include the Voice of the Croydon Resident and Communication and Engagement. A further Development Day is planned for the 16th September 2021.

Prevention

Self Neglect –[hoarding, housing, homelessness, rough sleeping and health needs]. Mapping of work currently taking place around homelessness. Transition – joint work with children services. Professional curiosity. Early intervention. Raising awareness of the work of the CSAB.

Quality & Improvement

Continue to use and develop the multi agency dashboard. Impact of multi agency training and the impact of the learning from Safeguarding Adult Reviews and learning events. Lessons learned from multi agency audits.

Commissioning

Provider training, commissioning of services and engagement with providers. Services to reflect the needs of the population. Robust response to provider failure.

Making Safeguarding Personal

Person centred approach., BME engagement, the Voice of the Croydon resident – is it heard and acted on? Communication and engagement..

Cross cutting themes:

Voice of the Croydon resident
Communication and Engagement

CSAB Priorities 2020 - 2021



PREVENTION

What has been done

- During the Pandemic NHS 111 has been fully operational 24/7 to provide a booked service into the Emergency Department if required and to signpost to other services where appropriate.
- Age UK introduced a new staff training regime, all staff must attend internal safeguarding training annually.
- SLaM employed two Safeguarding Lead Practitioners to work with our community and inpatient services to improve their response to adults at risk of abuse or neglect. They have worked extensively across the partnership, forged constructive relationships with Croydon FJC and enabled a better understanding of Domestic Violence and Abuse within the context of mental ill health.
- The SLaM Safeguarding Leads have contributed to safer hospital discharges ensuring that safeguards are in place at the point of discharge from hospital.
- From the 25 November to 10 December 2020 the Police organised activities to support the 16 days of activism for Domestic Violence. It focussed on arrest, evidential capture, victim based approach and raising staff awareness.
- Croydon Mind delivered **356** online activities and when safe to do so delivered **37** groups in person. If there was a specific concern for a person, they ensured that a member of staff met with the client in person to carry out a full assessment and they did so on **262** separate occasions throughout the same period.

What needs to be done

- Age UK to continue to update their safeguarding policy
- A current challenge for SLaM is how we ensure the safe transition of young people into adult mental health services and has made this a safeguarding priority for the coming year, recognising that some young people have a range of contextual safeguarding issues that may not be immediately apparent.
- SLaM recognises there is a need to adapt their response to young people with mental health issues transitioning to their adult services. The employment of specialised transitional mental health workers is an ambition they are working towards.
- Complete the analysis of SAR requests received in Croydon identifying themes and aligning this to the learning from the National SAR analysis.
- Take forward the learning from the SARs and learning exercises completed in 2020/21 and the SARs currently underway during this year.
- Awareness that the concept of vulnerability is needing to be reconsidered, with people who were not previously thought to be vulnerable now may be seen in that way
- Continue to support the work of the multi agency Huddles working at General Practice level. These meetings focus on proactive support for the practices most complex patients in planning and co-ordinating seamless support and care including, where required, nominating a key worker. The Huddles comprise of a core ICN team that include a GP, Community Nurse, Social Worker, pharmacist and Personal Independence Coordinator (PIC).

CSAB Priorities 2020 - 2021

PREVENTION



What has been done

- Age UK have raised their profile of safeguarding within their internal governance by instituting regular meetings to review safeguarding activity. This is led by the CEO who has overall responsibility for safeguarding.
- ASC was the lead for Multi agency Bitesize training sessions held across the partnership connecting both the Catherine and the previous VB SAR for training purposes. These sessions were well attended with further dates requested.
- Learning from completed SARs was undertaken across the partnership – see slide 12 which lists the learning from the Catherine SAR.
- CSAB Strategic Plan 2021 – 2024 developed <https://www.croydonsab.co.uk/about-us/what-we-do/>
- During the World Autism Awareness week in March/April 2021 the Met Police held a series of training for Police staff across the MPS.
- Multi-agency vulnerable adult work undertaken between the Police and the GP Forum. Police colleagues presented at the forum on stalking which included against vulnerable adults.

The vision for ICN+



Integrated Community Networks Plus (ICN+) Localities

Integrated Community Networks Plus (ICN+) is a major programme of transformation and integration that will improve outcomes for Croydon people through a proactive and preventative approach within each of the six localities of the borough, focused on all adults and aligned with services for children and families.

ICN+ is a flagship initiative within the Croydon Health and Care Plan, using a targeted approach to designing services based on population health need, place local voluntary partnerships at the heart of locality working and frontline health and care staff brought together in integrated locality teams, within a co-working space.

The ICN+ comprise of a core ICN+ locality team that include, Community Nurses, Social Workers Pharmacist, Personal Independence Coordinator (PIC), Mental Health PICs, Allied Health Professionals, members of the Voluntary sector, Specialist services e.g. Speech and Language Therapist, Dietician.

CSAB Priorities 2020 - 2021

COMMISSIONING



What has been done

- Age UK produced a new safeguarding policy and procedures and now have separated Adult & Children safeguarding in order to make it easier for staff to read and understand.
- SLaM established South London Listens and between November 2020 and March 2021 the campaign heard from 5,732 people across South London and focused on reaching groups disproportionately affected by mental ill health. There were also 'mini-summits' in several boroughs, attended by community leaders and MPs to share their experiences, views and establish priority areas. <https://slam.nhs.uk/about-us/get-involved/south-london-listens>
- SLaM in conjunction with St George's Mental Health Trust have commissioned a safeguarding adult E-learning training package aimed at developing staff awareness and competency in how we respond to safeguarding concerns.
- The Intelligence Sharing Group has continued to have oversight of the provider market, the multi agency membership has expanded with a high level of engagement. New chair appointed from the CCG with meetings held every two months.

What needs to be done

- South London Listens identified priorities: Social isolation, loneliness and community involvement; helping people who are at risk of losing their jobs cope; housing insecurity and environment; supporting communities and groups who experience disadvantage; supporting families, children and young people and developing a long-term, joined-up approach to prevention.
- Work with partners around unregulated services across the borough learning from work planned or taking place in other London boroughs. CQC registered providers are monitored on a regular basis but unregulated providers such as supported living are not monitored in a systematic way.
- Work towards a co-ordinated approach from commissioning and contract monitoring on how we share information/intelligence on a regular basis and what should be the priorities going forward based on multi-agency feedback.
- Develop an approach to monitoring of the quality of care homes for our residents that are placed out of borough.
- Croydon will be contributing to the 3rd phase of the National Covid-19 Adult Safeguarding Insight Project. This has been developed to create a national picture regarding safeguarding adults activity during the Covid-19 pandemic. The report can be used to benchmark, reflect and identify issues within their locality to support learning and change.

CSAB Priorities 2020 - 2021

COMMISSIONING



healthwatch
Croydon

What has been done

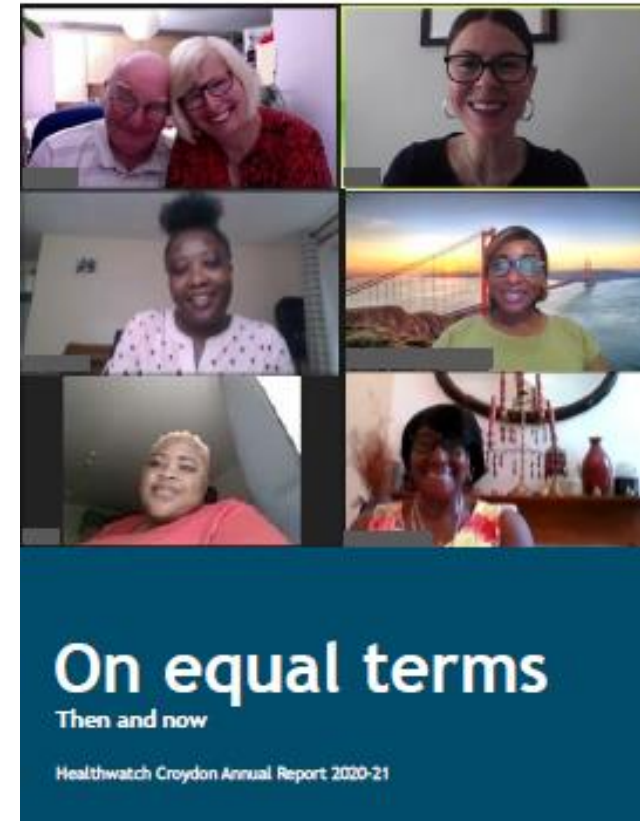
- Commissioning of a MH transforming programme

Reshaping the Crisis Offer:

- Improving MH connectivity with 111/999 calls and SLaM Crisis line 0800 7312864 or Acute Referral Centre.
- New roles in Emergency Dept/Home Treatment Team Peer Support Workers.
- MH Clinical Assessment Unit expanding the 24/7 Psychiatric Liaison offer.

Integrated Working/Specialist MH Care:

- MH Wellbeing Hubs providing access to all MH Care Pathways co-ordinating care in collaboration with clinical teams.
- Reshaping specialist MH care aligning to Integrated Care Network (ICN)+ Localities.
- Investing in Mental Health Local Voluntary Partnerships



Healthwatch Croydon Annual Report 2020/21

<https://www.healthwatchcroydon.co.uk/about-us/annual-report-business-plan/>

CSAB Priorities 2020 - 2021



Making Safeguarding Personal

What has been done

- Age UK continues to work in order for the Croydon residents voice is clearly heard and acted on.
- Age UK are represented at the CSAB quarterly meetings and on the Voice of the People sub group.
- SLaM as part of their in-house staff training programme on promoting a person-centred approach. Adapting safeguarding documentation to prompt collaboration with service users and promote co-production in risk and safety planning.
- The Voice of the People (VOTP) sub group was established and very quickly extended it's membership taking advantage of the networks covered within their membership. A work plan agreed to include co-produced events raising awareness of safeguarding.
- The VOTP began planning to produce with other a set of citizen led resources to include leaflets, guidance and posters.

What needs to be done

- Strengthening the work with the engagement of ethnic minority groups.
- Safe implementation of the Liberty Protection Safeguards Scheme and have good oversight for developments across health and social care in Croydon.
- The CSAB to have more minority group leaders present, to help get not only the word but the message across all groups that any level of abuse is not acceptable and should not be tolerated.
- Continue the engagement with the LondonADASS/ Healthwatch project for people with lived experience. Croydon nominating three representatives to sit on the London Voice of the People network.
- Continue the work with the dashboard and data collection so all referrals are captured so there are no gaps missing within the data such as younger people.
- VOTP sub group to raise awareness at jointly run events with existing networks. The launch of a suite of resources which are co-produced with Croydon citizens.

CSAB Priorities 2020 - 2021



QUALITY & IMPROVEMENT

What has been done

- Age UK records and produces monthly statistics of safeguarding referrals made and received for their Trustee Board.
- SLaM over the past year have improved their data collection which will go some way to enabling them to identify trends and sign posting them to areas where we need to improve.
- SLaM safeguarding lead practitioners have been fully engaged with the CSAB, attending and contributing to the various sub groups and reviews. They have engaged with partner agencies and built strong and resilient relations with colleagues across the partnership.
- The Performance and Quality Assurance sub group have continued to implement and monitor a multi agency quarterly CSAB Dashboard.
- In 2020/21 YTD data for Primary Care in Croydon indicate that 81% compliance with the annual health checks for people living with learning disabilities was achieved. [CCG].

What needs to be done

- Continue to work towards implementing the Integrated Care System (ICN) model at the SWL level with partners under the leadership of senior managers/executive leads.
- Build on the capacity for safeguarding adults and work towards appointing a named doctor to support the designated nurse.
- Strengthen the process of reconciliation of safeguarding S42 enquiries undertaken for health sector in order to improve the quality of information sharing between Health & Adult Social Care.
- Continue to strengthen the process to gain assurance on how learning from safeguarding enquiries and SARs are embedded including transition from childhood to adulthood.
- Develop a concise CSAB competencies document to include a high level position statement, the Bournemouth Competencies (for ASC staff) and the Intercollegiate Competencies (NHS staff). Working with commissioning colleagues, providers and develop a plan to disseminate the information and expectations widely.
- The Performance and Quality Assurance sub group to revise the multi agency CSAB Dashboard, reviewing the current indicators aligning them so that data agencies are able to collect and what is needed to inform planning and practice.
- Two multi agency themed audits planned, Mental Capacity to take place in November 2021 and a re-run of the self neglect audit in early 2022.

CSAB Priorities 2020 - 2021



QUALITY & IMPROVEMENT

What has been done

- The newly established CSAB Training & Improvement sub group met setting out it's work programme aligned to the Strategic Plan. It gathered information about the training currently undertaken across the partnership in order to identify gaps and duplication.
- The Performance sub group continues to use the data collected as part of an intelligence safeguarding approach in order to understand where the risks exist and what actions are required to address it. This intelligence leads to the planning of the multi agency themed audits.
- During the period 1st April 2020 to 31st March 2021 **100%** of Croydon Mind new staff who joined in this period were trained in safeguarding and 100% of existing staff received safeguarding refresher training during this period.
- Quarterly CSAB meetings reviewed agenda planning with each of the meetings beginning with a case study from across the partnership enabling live discussion with actions to be taken forward.
- The CSAB agreed to undertake the London SAB Safeguarding Adult Partnership Audit Tool [SAPAT].

What needs to be done

- Undertake the Safeguarding Adult Partnership Adult Tool, this takes the form of a challenge event of four domains: Making Safeguarding Personal, Achievements and Challenges, Covid-19 pandemic and learning from safeguarding adult reviews.
- The CSAB will hold it's Development Day in December 2021.
- The CSAB to purchase and embed the QES Case Review System for Safeguarding Adult Reviews. This will enable the SAR sub group to hold the data in one place, it will improve the management of notifications, decision making and record keeping.
- The Training & Improvement sub group will undertaken the develop of a Training Strategy.
- The Performance sub group to lead on a review of the CSAB Dashboard looking at whether the information is relevant or cannot now be collected. This will be followed by a workshop where a new Dashboard will be drafted before going to the CSAB for ratification.
- Improve intelligence sharing on the quality of care by providers to allow a simple checklist for professionals to complete each time they visit and to be used as ongoing monitoring of services.
- In November 2021 to undertake the Local Government Association (LGA) Survey measuring the impact of Safeguarding Adult Boards.

Voice of the People

What our partners telling us?



"I just wanted to thank you from the bottom of my heart for all your advice support and kindness. I really do appreciate it. You have been so kind and I do not know how I would have coped without your support and guidance.

[Adult being supported through DA by s42 social worker]

With the ongoing safeguarding training, abuse is being recognized by staff and able to inform clients what abuse is and how its not acceptable. The adult at risk is telling us they are better informed about abuse and how it can be reported.

[Age UK]

Identification & Referral to Improve Safety (IRIS) a Programme for domestic abuse in GP practices.

"The IRIS programme has really helped us to understand the triggers to identify when patients are victims or perpetrators of domestic abuse".

[GP]

It reports that residents have said that they have felt isolated during the covid-19 pandemic as regular activities have not been in place and loss of regular contact with family and friends.

[Healthwatch Report]

Providers expressed their gratitude for the support offered by the safeguarding team as the subject matter experts and the fact that the team often act as conduit between the health providers and adult social care. Potentially improve outcomes for the residents of Croydon by early identification and reduction of safeguarding risks.

[Provided by CCG]

It was greatly appreciated especially during our initial conversation. I felt you listened and truly heard me, which enabled me to hear my own feelings surrounding my father's care at xxxx care home.

You were supportive and this has enabled me to accept the importance of closure regarding my concerns about Dad's care at the care home. You have a natural calm, patient and considerate manner along with listening skills which will always bring out the best in others.

[Various Service User feedback to ASC S42 Team]

The data is telling us that feedback from care homes has shown that the approach or regular engagement and support from the Council has helped them during the last year and they have not felt along during this difficult period.

[LBC Commissioning]

The Recovery Space responded to the referral for Mrs B within 24 hours after her discharge.

Mrs B reported 'her mood had improved and not experienced voices'

[Provided by CCG]

CSAB Priorities 2020 - 2021

VOICE OF THE PEOPLE



What has been done

- The Voice of the People Sub group [VOTP] was established.
- The VOTP sub group have set out a work programme and timeline to raise awareness across all communities including presenting at the BME Forum in June 2020 with a goal to find volunteers to be part of a focus group to develop a suite of resources.
- A report was commissioned by the Council via Healthwatch to look at the impact on residents and staff in care homes from covid-19 with an action plan focussing on key issues for residents and staff. [See slide 20]
- Dedicated communications support was put in place to support the Care markets focusing on quality and safeguarding. This included weekly webinars, newsletters, specific training sessions, dedicated single point of contact and dedicated webpage.

What needs to be done

- Build on the networks already in place in order to reach across all communities.
- VOTP working group will work in co-production to produce a set of resources.
- Resources to be disseminated and further presentations on 'Keeping you Safe' at other groups/forums.
- Continue to support and engage with the work of the London Voice of the People Group, this involves finding three volunteers with lived experience, two have already signed up to this project for Croydon. This is a piece of joint work between the Safeguarding Adult Boards, Healthwatch and LondonADASS.
- The VOTP will continue to work with the other CSAB sub groups aligning it's work programme with what the data is telling us and the themes/recommendations coming out of the Safeguarding Adult reviews.

Keeping You Safe Event - Next Steps



Phase 1

Workshops/Events - hold events like this to share this work and the work of the VOTP

Use events and communications to raise awareness of the work of the CSAB and how to keep people safe

Review examples of leaflets and posters – collect feedback to assist in co-producing resources for Croydon

Phase 2

Bring together volunteers from events to form a Focus Group

Focus Group to develop resources: Posters/Leaflets in the first instance

Continue to hold events and build on the Focus Group membership. Develop a Citizen Led Guidance booklet.

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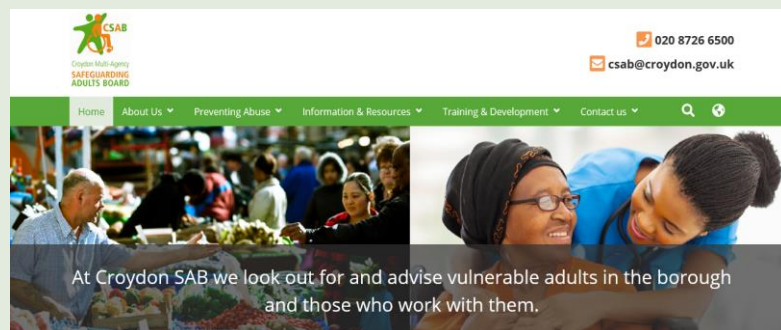
CSAB Priorities 2020 - 2021



COMMUNICATION & ENGAGEMENT

What has been done

- CSAB Website used as an information hub for partners during Covid-19
- CSAB Manager attended Care Home Provider Forum to raise awareness of the work of the board.
- Work started on new templates for CSAB resources to further raise awareness of safeguarding across all communities. The templates will be used for the 7 Minute Briefings, presentations, newsletters and firstly for this Annual Report.
- Daily information emails sent out across the partnership in November during the National Adult Safeguarding Week.
- Dedicated communications support was put in place to support the Care markets focusing on quality and safeguarding. This included weekly webinars, newsletters, specific training sessions, dedicated single point of contact and dedicated webpage.
- The CSAB welcomed new board members from the BME Forum, HMPP, DWP and Healthwatch.



What needs to be done

- Regular updating of the CSAB website to enable it to be used as a multi agency information hub.
- Use of the new templates to produce the annual reports, newsletters and 7 minute briefings.
- Develop a CSAB Planner for sharing with members as a website document, to cover all the work planned for the CSAB and sub groups.
- Make enquiries about setting up a CSAB Twitter account with the view to going live in 2022.
- Support the National Safeguarding Adults week in November 2021 by sharing of information and holding events.

Croydon Mind were able to serve **120** Christmas Dinners to people the week beginning Monday 14th December 2020. For further information about our Christmas Dinners please click on this link:

<https://www.mindincroydon.org.uk/news/hub-socially-distanced-christmas/>



In October 2020, launched a new service the Recovery Space. The Recovery Space was co-produced alongside our statutory partners within Croydon University Hospital, Emergency Department as well as with staff from SLAM. The service is funded by South West London Clinical Commissioning Group and it provides support in a non-clinical setting as an alternative to hospital. It is an out of hours service; 6-11pm nightly, 365 days a year. For further information about this service please click on this link: <https://www.mindincroydon.org.uk/how-we-can-help/support/recovery-space/>

During the period 1st April 2020 to 31st March 2021 this service provided **267** hot meals and delivered **274** Food Parcels. For further information on this please click on this link:

<https://www.mindincroydon.org.uk/news/fairfield-house-food-deliveries-by-london-fire-brigade/>

In addition they provided **106** people with shopping. All of this activity was delivered to the most vulnerable clients who were isolating throughout the various lockdowns. 27

Governance & Accountability arrangements

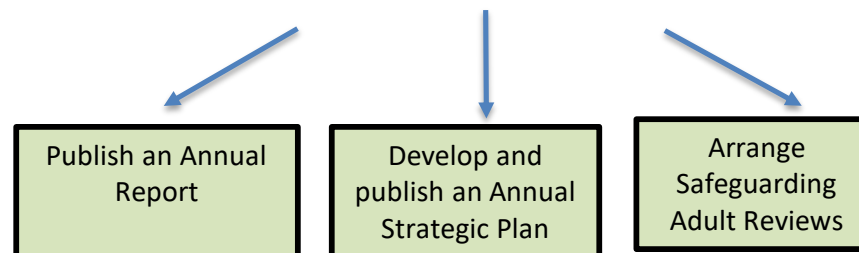


Care Act 2014

SAB Membership
includes:
Local Statutory &
voluntary sector
organisation and a
Lay Member.
Chaired by an
Independent Chair

**Safeguarding Adult Board
[SAB]**
Statutory Partners are:
Local Authority, Police, Clinical
Commissioning Group

Core duties of the SAB



The SAB will embed the requirements of the overarching Care Act to:

Assure that local safeguarding arrangements are in place as defined by the Act and working well across all relevant agencies

Prevent abuse and neglect where possible

Provide timely and proportionate responses when abuse or neglect is likely or has occurred

Six Safeguarding Principles



The national guidance says that six principles should guide all safeguarding adults work

Empowerment

Talk to me, hear my voice

Protection

Work with me to support me to be safe

Prevention

Support me to be safe now and in the future

Proportionality

Work with me, to resolve my concerns and let me move on with my life

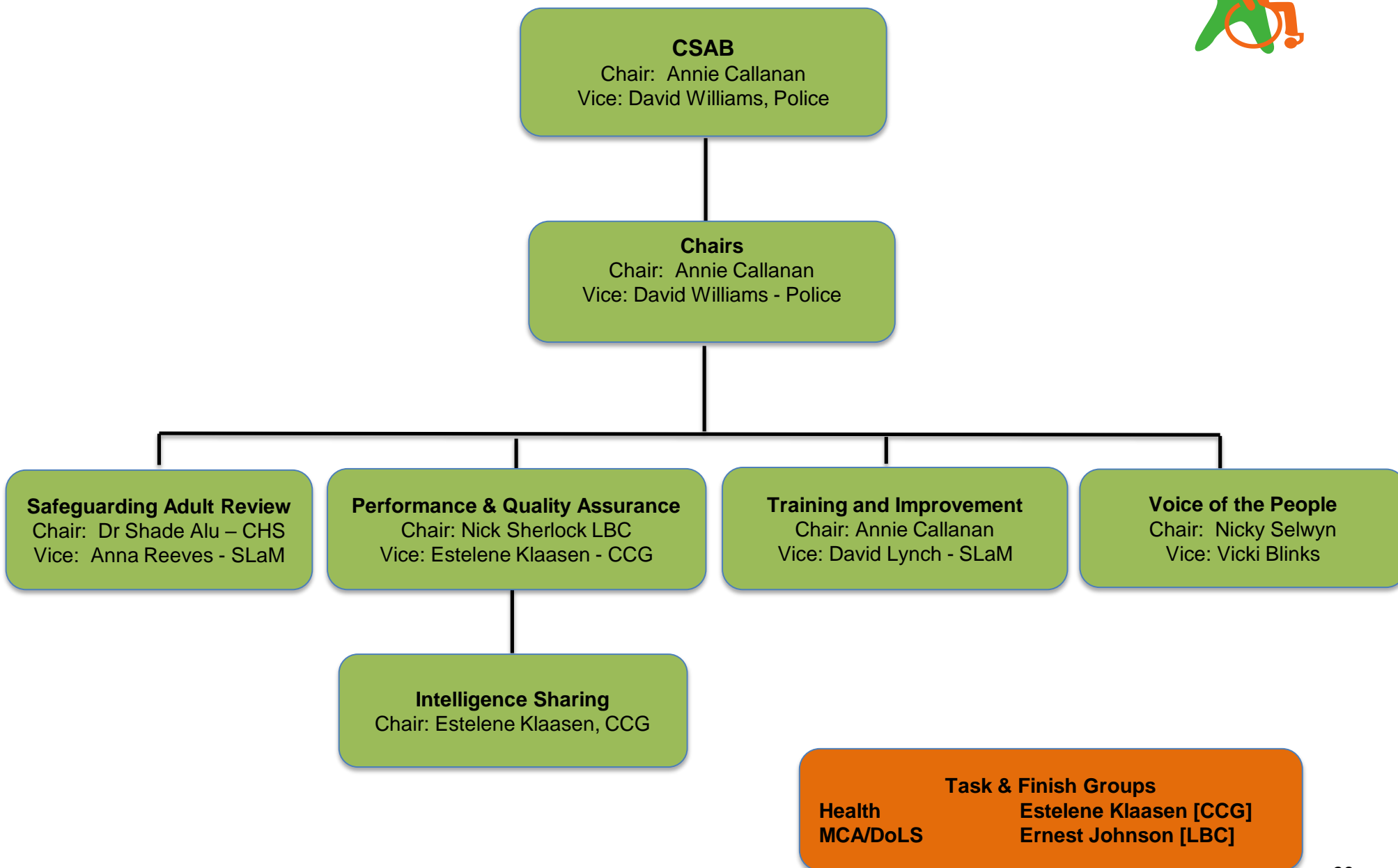
Partnership

Work together with me

Accountability

Work with me, know you have done all you should

CSAB Structure



CSAB Structure



All sub groups will have a Chair & Vice Chair agreed by the Board to ensure governance and accountability. Each Sub group develops a work plan reporting to the board on progress against the strategic priorities and this will inform the Safeguarding Annual Report. The Health and MCA Task & Finish Groups undertake specific projects as and when required.

Chairs Sub Group

The Chairs monitor and review the CSAB Strategic Plan progress and priorities. Have oversight of the Board's work through its sub groups.

Performance & Quality Assurance

Working together to oversee, support and monitor the quality of care across the partnership in order that safeguarding standards keep people safe and minimise risk.

Safeguarding Adult Review

Considers requests which may meet the statutory criteria, to make arrangements for and oversee all SARs ensuring recommendations are made, messages are disseminated and lessons learned.

Training & Improvement

To explore and implement the training and learning needs of partners in order to deliver a co-ordinated training programme. It will be focussed on improving the outcomes for adults at risk in Croydon, have oversight of training and identify gaps and duplication.

Voice of the People

Support a person centred approach and focus on demographic groups which are under represented in safeguarding data. Raise awareness of safeguarding and what it means to the resident with the voice of the resident heard and acted on.

Intelligence Sharing

Support the CSAB with regards to prevention by managing the provider market through frequent market oversight. It allows colleagues from all aspects of health and social care to share good practice and concerns.



Funding arrangements for the CSAB

The Safeguarding Board is jointly financed by contributions from partner agencies and it is acknowledged that organisations give their time and resources to support the functioning of the board. The Board has again successfully managed a balanced budget, despite there being no increase in member contributions.

Income 2020/2021

£58,660	London Borough of Croydon
£21,670	Clinical Commissioning Group
£21,670	Croydon Health Services
£15,000	South London & Maudsley
£5,000	Met Police
£1,000	London Fire Brigade
Total	£123,000

2020/2021 Expenditure:

£84,938	Staffing
£104	Administration
£848	Website design & support
£400	Training
£12,000	SAR budget
Reserves have been carried over and the budget for 2021/22 proposes to utilise some of the reserves for future SARs as the national/local picture shows a trend of commissioning SARs is increasing.	
Total	£98,290



NHS

London Ambulance Service
NHS Trust



Safeguarding Annual Report 2020 – 2021



<https://www.croydonsab.co.uk/information-resources/>

Click link above for full report

Glossary



ADASS	Association of Directors of Adult Social Services	MCA	Mental Capacity Act
ASC	Adult Social Services	MSP	Making Safeguarding Personal
BAME	Black and Minority Ethnic	MASH	Multi agency Safeguarding Hub
CCG	Clinical Commissioning Groups	MPS	Metropolitan Police Service
CHS/CUH	Croydon Health Services/Croydon University Hospital	NHSE	National Health Service England
CSAB	Croydon Safeguarding Adult Board	PIC	Personal Independence Coordinator
CQC	Care Quality Commission	SAR	Safeguarding Adult Review
DoLS	Deprivation of Liberty Safeguards	SAPAT	Safeguarding Adult Partnership Audit Tool
DWP	Department of Working Pensions	SLaM	South London & Maudsley NHS Foundation Trust
HMPP	Her Majesty's Prisons and Probation	SI	Serious Incident
ICN+	Integrated Community Networks Plus	VOTP	Voice of the People
IRIS	The Identification & Referral to Improve Safety		
LD	Learning Disabilities		
LFB	London Fire Brigade [Croydon]		
LAS	London Ambulance Service		
LGA	Local Government Association		

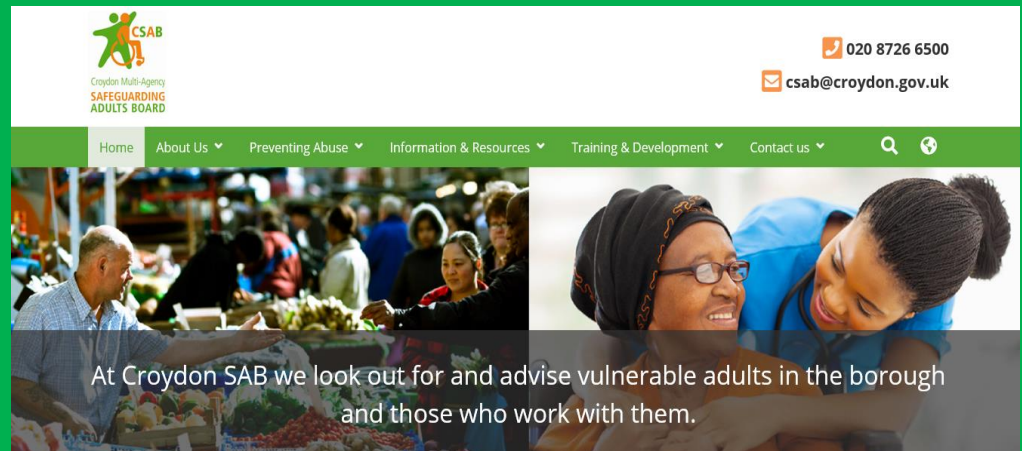
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<https://www.croydonsab.co.uk/>