

Safeguarding adults is everybody's business

Derbyshire Safeguarding Adults Board

Keeping People Safe

Derbyshire Safeguarding Adults Board (DSAB) Newsletter Quarter 4 2016: Issue 4

Welcome to the Derbyshire Safeguarding Adults Board (DSAB) newsletter. The newsletters will be issued quarterly to update all professionals and volunteers working with adults with care and support needs about key information from the Board.

DSAB co-ordinates and monitors the effectiveness of safeguarding work of agencies and bodies involved in protecting Adults across Derbyshire.

If your organisation would like its safeguarding work featured in a future newsletter please contact DSAB Project Officer, Natalie Gee natalie.gee@derbyshire.gov.uk or natalie.gee@derbyshire.gcsx.gov.uk.

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Note from the Independent Chair



Hello, my name is Andy Searle and I am the Independent Chair of Derbyshire Safeguarding Adults Board. Welcome to Issue 4 of our Newsletter.

I take the opportunity to say a few words and as the year comes to an end I hope you have found these newsletters useful and informative.

I wish to start by saying thank you to everyone working within the world of adult safeguarding who make every effort on a daily basis to make a difference to those adults who are suffering abuse or neglect and whom require a little extra help to be safe. There are many of you out there who understand and want to help in an official capacity or just as a good neighbour - so thank you

It happens at this time of year we think a little more about those who are in need of extra support and this year is no different I would single out the charity Age UK who have had a campaign running surrounding loneliness: <http://www.ageuk.org.uk/no-one/> this is just one example of partner organisations pooling knowledge and resources to make a

difference. Yet it has to be stressed that throughout the year there are many people who need someone's help and hopefully the following pages will give once again an insight of the work of the Safeguarding Adult Board and partners as to and how we attempt to make a difference

Please get in touch to provide feedback to us and suggest topics or items to cover and we will do our best to respond. Thank you and please enjoy this edition.

Meet our Board Members: Mat Lee



My name is Mat Lee and I represent Derbyshire Fire and Rescue Service (DFRS) on Derbyshire Safeguarding Adults Board and Chair the multi agency learning & development sub group of the Board. The sub group is joint with Derby City Safeguarding Adults Board.

I am group manager charged with delivering DFRS prevention and inclusion service delivery across the county.

Fire crews and specialist community safety officers work alongside partners in the community providing advice on fire safety in the home and signposting people to other services, to improve health and wellbeing.

An important part of this work is to ensure we recognise, celebrate and engage with diversity, ensuring all our services are inclusive.

DFRS vision is 'making Derbyshire a safer place to live, work and visit' and preventing abuse and neglect is central to this.

I've served with DFRS for 22 years in an operational capacity and across many stations and departments including our central training team. I continue to attend serious fires and other life threatening emergencies. I am also a specialist fire investigation officer and have investigated many serious fires including those involving multiple fatalities. I can report however that we attend significantly less emergencies in recent years than was the case in 1994 when I joined the fire service. Much of our work is now focussed on bringing these incident numbers down even further.

I am very proud to work in public service and along with my colleagues in DFRS take out commitment to public safety very seriously.

There should be no place for abuse or neglect in a modern society and we are determined to continue to work alongside partner agencies and victims to prevent, identify, protect and empower people to be safer.

News from the Board

The DSAB meets every 3 months, the last meeting took place on the 5th September 2016. Here is a summary of the items discussed.

- Care Quality Commission (**CQC**): Rachel Davis, Inspection Manager CQC attended the meeting and gave a presentation, 'Monitoring and regulating safeguarding'.
- A Multi Agency Hoarding Framework has been written and was presented to the Board. This document sets out a framework for collaborative multi-agency working within Derby City and Derbyshire using a 'person centred approach' based model. The protocol offers clear guidance for professionals and agencies, working with people who hoard. This protocol has been developed in partnership with Derbyshire Fire and Rescue Service and Derbyshire Hoarding Steering Group. Board members were given some time to comment on the document after the meeting. Once finalised the Framework will be rolled out to all agencies.
- Derbyshire Matrix: Dee Hennessy from Lancaster University attended the Board to present the collaborative work undertaken by DSAB partners and the University's 'Creative Exchange' team to create a tool for front line professionals to use when undertaking safeguarding enquiries to promote 'making safeguarding personal'. DSAB roll out of the tool is to be discussed further in the coming weeks.
- The Board discussed key findings from the Wood Report into Local Safeguarding Children's Boards to consider any current and future implications for Safeguarding Adults Boards.
- The DSAB Annual Report is nearly complete and will be sent out to Board members for sign off prior to publication.

Sub Groups Chairs provided updates for the Board

Performance & Quality Sub Group:

A multi agency audit has taken place. Feedback to be provided at the December Board meeting. A further audit will take place in January 2017.

The current method of collecting and reporting on multi agency data was discussed and it was agreed that other methods and models are to be considered for future use.

Learning & Development Sub Group:

A new multi agency Section 42 Safeguarding training course is being finalised.

Operational & Leadership Sub Group:

Missing Adults: The 'Herbert protocol' being explored as way of supporting families and individuals suffering from dementia who go missing.

Financial Abuse: A Task and Finish Group are looking into co ordinating and managing communication and dissemination of all current work around financial abuse.

Safeguarding Adults Review Sub Group:

This new sub group will meet for the first time in December 2016.

Safeguarding Adults Podcasts



****NEW – NEW – NEW ****

SAFEGUARDING ADULTS PODCASTS

We're pleased to announce that we've launched a new podcast service on iTunes, to accompany our successful Safeguarding Adults App.

Podcasts are a quick and easy way to listen to topics of interest at a time to suit you.

There are currently 3 podcasts available:

- Podcast 1/Episode 1 - The UK PREVENT Strategy and what it means for NHS staff (19mins)
- Podcast 2/Episode 2 - The five principles of the Mental Capacity Act 2005 (8mins)
- Podcast 3/Episode 3 - Mental Capacity (an introduction) (8mins)

We are in the process of producing additional broadcasts on a range of safeguarding subjects

For iPhone, iPad or Mac users :To access the podcasts, simply open iTunes on your iPhone, iPad or Mac and search "safeguarding adults Derbyshire", or alternatively, click on the link below:

<https://itunes.apple.com/gb/podcast/episode-1-uk-prevent-strategy/id1170793403?i=1000377264000&mt=2>

Then, click the blue button underneath the umbrella image: View in iTunes

If you have not got iTunes downloaded onto your device, this link will prompt you to access the free download.

For other devices :

To access the podcasts, simply click on the link below:

<http://andrewalonzi.com/nhs-derbyshire>

For further information please do not hesitate to contact the NHS Derbyshire Clinical Commissioning

Groups Safeguarding Adults Team on : 01332 868809 or email

Natalie.hall@southernderbyshireccg.nhs.uk

Good News Story: Fraud Prevention and Reporting



Derbyshire Police, in conjunction with Derbyshire County Council and Derby City Council are working together to increase knowledge of this crime to help protect the public from the dangers of fraud.

Stamp Out Fraud is an initiative to raise awareness of the latest frauds and scams in the county.

<http://www.derbyshire.police.uk/Safety-advice/Cybercrime/Frauds-and-Scams/Frauds-and-Scams.aspx>

The 'Take Five' awareness campaign led by Financial Fraud Action (FFA) UK and its partners, is urging people to stop and consider whether a situation is genuine by taking 5 simple steps. There is also a dedicated website with information on different frauds and useful resources. <https://www.financialfraudaction.org.uk/>

STOP AND THINK

1. **Never disclose security details, such as your PIN or full banking password**
2. **Don't assume an email, text or phone call is authentic**
3. **Don't be rushed – a genuine organisation won't mind waiting**
4. **Listen to your instincts – you know if something doesn't feel right**
5. **Stay in control – don't panic and make a decision you'll regret**

Reporting fraud

If you've been a victim of fraud, and there isn't immediate danger, contact **Action Fraud** on

Tel: 0300 123 2040

Action Fraud is the UK's first national fraud reporting centre, which takes crime reports from victims of fraud and provides a crime reference number.

This information is then fed to the police's National Fraud Intelligence Bureau to gain a more complete national picture of fraud. Action Fraud also provides a wide range of information about how to protect yourself from becoming a victim.

Action Fraud provides a single place for victims of fraud to report to, or get advice on protecting themselves. For more advice or to report a fraud, visit www.actionfraud.police.uk or call **0300 123 2040**.

The phone lines are open:

- Mon to Fri - 8am to 9pm
- Sat to Sun - 9am to 5pm
- Closed bank holidays

You can report a fraud via the [Action Fraud website](http://www.actionfraud.police.uk) 24 hours a day, seven days a week.

You can also follow Action Fraud on Twitter on [@actionfrauduk](https://twitter.com/actionfrauduk), or visit their Facebook page via www.facebook.com/actionfraud.

If debit or credit cards, online banking or cheques are involved in the fraud your first step should be to contact your bank or credit card company.



Adult Social Care Survey 2015/16

The survey asks a sample of clients a set of questions about their satisfaction with services. It's a requirement placed on all adult care departments in the country and the results are used and compared by NHS Digital to inform national policy and monitor performance nationally. It also helps us plan how we can improve our services going forward.

Derbyshire Adult Care has done extremely well in the 2015/16 survey despite the pressure on services and financial constraints. Later in the autumn when the [full national data is made available by NHS Digital](#) we will be able to publish how we as a county compare with our neighbours (eg Nottinghamshire, Staffordshire, Leicestershire, etc),

Please see the attached infographic below for an overview of the survey results.

Overall satisfaction with social care



"...can I just say...how brilliant the home care staff are..."

Male, Age 82, Newhall, S-Derby.

".....great work...couldn't manage without the help..."

Female, Aged 79, Amber Valley.



* Answering very or extremely ** Answering quite, very or extremely

Things we do really well



Helping people to feel safe

87.0%



The way we help people find information

78.0%



Helping people to get food & drink

95.8%



Helping people to be clean & presentable

97.3%

Quality of life ratings



To report a Safeguarding Concern

If you or an adult you know is in immediate danger:

- **Contact 999 or 101** if you think a crime has been committed.
- To make a referral to Derbyshire Adult Care, Please telephone Call Derbyshire on 01629 533190 (8am-8pm Monday-Friday and 9.30am-4pm on Saturdays).
- There is an emergency out-of-hours countywide social care support between 5pm and 9am Monday to Friday and 24 hours per day during weekends and bank holidays. Telephone: 01629 532600

Do you have something to say about health and social care services?

We want to hear what you think about health and social care services, whether it be praise, criticism or ideas for improvement.

Why talk to Healthwatch Derbyshire?

- We tell services about your experiences of care, which will work towards changing them for the better.
- Service providers have to listen to us, so they will be listening to you.
- Because if we can't help you, we will know someone who can.
- Because we are powerful, well connected and will make sure your voice is heard.



To have your say...

Email: enquiries@healthwatchderbyshire.co.uk
Web: www.healthwatchderbyshire.co.uk
Telephone: 01773 880786
Text: 07943 505255
www.facebook.com/healthwatchderbyshire
[@HWDerbyshire](https://twitter.com/HWDerbyshire)

healthwatch
Derbyshire

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The next DSAB meeting is 5th December 2016

For queries or comments please contact:

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natalie.gee@derbyshire.gcsx.gov.uk