

Safeguarding adults is everybody's business

Derbyshire Safeguarding Adults Board

Keeping People Safe

Derbyshire Safeguarding Adults Board (DSAB) Newsletter Quarter 2 2017: Issue 6

Welcome 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 related to 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 DerbyshireSAB@derbyshire.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 6 of our Newsletter.

I am very pleased to see that the 'good news' story in this edition includes feedback from the Adult who received the support. This is so important and I encourage all partners to seek feedback (both positive and negative) from service users so that we can see what is working well and where we can improve the service we provide.

Making Safeguarding Personal should be always be at the forefront of our minds and I feel extremely encouraged by this example of multi-agency working.

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: Karen Ritchie



Hi my name is Karen Ritchie and I am the CEO of Healthwatch Derbyshire.

Healthwatch Derbyshire (HWD) is the consumer champion for health and social care and was set up on the 1st April 2013, as a result of the Health and Social Care Act 2012. HWD sits alongside a network of local Healthwatch across the Country.

HWD hears what children, young people and adults have to say about health and social care services. We strengthen the collective voice of patients and the public, so that service providers and commissioners listen to what they have to say. We then hold them to account, for how they use the information we provide to shape, inform and influence service delivery and design.

In order to ensure we have the best possible evidence, the widest possible views, and have the best links and networks to influence the delivery and design of health and social care services, we take every opportunity to collaborate with others, and work in partnership, which is why I sit on the Adult Safeguarding Board. My seat on this, and other strategic boards, ensures that the voice of patients and the public is heard at the highest possible level.

I am passionate about ensuring that local people have a voice about their experiences of health and social care. The poorest care is often received by those least likely to make a complaint or have a family to speak up for them such as older people in care homes or receiving support at home, people with learning disabilities, or people living with substance misuse, or mental health issues. Healthwatch Derbyshire can make sure these voices and many others are heard and listened too, to improve care and treatment for the most vulnerable people in our society.

I've been with Healthwatch Derbyshire for 4 years, since its inception in 2013. Before that I was a regional consultant for a charity called Home-Start UK. This role was to advise, guide and support the practice and development of Home-Start Schemes in the East of England. In fact I worked for Home-Start in various capacity from 1997 – 2013, as it was such a lovely and worthwhile Charity.

In my spare time I like to be outdoors and active, either riding my horse, walking my dog, or running in some mad obstacle race that my daughter thought was a good idea to enter us into. Her latest good idea is a challenging (very hilly!) half marathon in the Lake District! I don't mind though because family and friends are everything to me, and I'm always looking for a new adventure.

**Do you have an experience
to share about ...**

Care Homes?



Healthwatch Derbyshire is here to give local people a stronger voice in influencing how health and social care services are provided in Derbyshire.

By sharing your story with Healthwatch you can help us build a picture of where services are doing well and where they can be improved.



EVERY COMMENT COUNTS, PLEASE GET IN TOUCH...

Online at: www.healthwatchderbyshire.co.uk Telephone: 01773 880786

Email: enquiries@healthwatchderbyshire.co.uk

Freepost: RTEE-RGYU-EUCK

Healthwatch Derbyshire | Suite 14 | Riverside Business Centre | Foundry Lane | Millford | Bolsover | Derbyshire | DE56 0RN

News from the Board

DSAB meets every 3 months, the last meeting took place on the 6th March 2017. Below is a summary of the items discussed:

- The DSAB Terms of Reference was reviewed and updated. The updated version will be added to the safer derbyshire website
- Two conferences were held on 6th February 2017 for 170 multi agency professionals to launch the 'Derbyshire Matrix' tools which aim to promote Making Safeguarding Personal throughout the Safeguarding process. The tools will be piloted for 12 months and then reviewed.
- Board members have been asked to submit comments in relation to the joint policies and procedures so that any requests for amendments can be considered.
- A decision has been made to re-engage with the Derby MCA DoLs Sub Group as a joint sub group.
- Multi-Agency Learning Review (MALR)16A report: Some minor changes to the final report were agreed and it will be shared with the Coroner and family very shortly. Learning from the Review will be added to the safer derbyshire website and to be disseminated widely across all organisations. The SAR Sub Group will monitor the implementation of recommendations
- A multi-agency VARM Review working group has been meeting regularly to review the current protocol and processes around VARM. A staff questionnaire has been circulated and the findings have been collated. The DSAB Performance and Quality sub group has audited some VARM cases

as part of this review. The work of the group is ongoing and will continue to be reported to the Board

Sub Groups Chairs provided updates for the Board

Performance and Quality: Two multi-agency audits have now taken place, the latest audit was to look at VARM cases and the next one will look at financial abuse. Audit findings will continue to be shared with the Board.

Learning and Development: The S42 enquiry multi agency training is up and running and is going well. There are dates available each month until December 2017. At the next meeting the group are discussing the action plan for the next 12 months including the next piece of multi-agency training with ideas put forward including MCA, financial abuse and coercion and control.

Operational and Leadership: A financial abuse working group, chaired by Steve Allen, Trading Standards has been meeting regularly to find way to promote and share information around financial abuse with professionals and the public. It is hoped that in addition to awareness raising via events and initiatives, a 45 minute online training package put together by the national trading standards 'friends against scams' will be rolled out across DSAB organisations with support from the Learning and Development sub group. As part of the 'friends against scams' initiative. Andy Searle has signed up to be a 'Scambassador' to further promote the issues around scams. It is scams awareness month in July and there will be various events taking places across the County.

SAR Sub Group: The group has now met twice and will continue to meet quarterly to consider new referrals and monitor the progress of SARS and learning reviews. It is hoped to train a pool of multi-agency professionals so that we have a choice of Reviewer for future learning reviews.

Good News Story:VARM

Derbyshire Fire and Rescue Service (DRFS) got in touch with us to provide a good news story in relation to C, a 86 year old man who has been supported via the Vulnerable Adult Risk Management (VARM) process. DRFS visited C in his home to provide fire safety advice. The property was found to be very cold and in poor condition with damp and mould, faulty electrics and the property was hoarded in parts with some routes blocked or partially blocked. DRFS ensured that four smoke alarms were installed and also a CO2 monitor placed in the kitchen near the boiler. Four old cube adaptors were removed and replaced with extension leads. Due to the concerns around the house being cold, C was given a winter pack including socks, hat, gloves, hot water bottle and thermal blanket to assist him with keeping warm.

C agreed that other agencies could be notified to provide him with further help and support. Environmental Health was contacted and a referral was made to the Healthy Homes team to see if they could assist further. Adult Care arranged a VARM meeting

During this meeting the following risks were identified:-

The property was very cold. The cold home environment was preventing his leg ulcer from healing. C was using his heating sparingly due to price of LPG Cylinders. It was felt this needed exploring

Concerns regarding high level of items stored in the home and blocked escape routes. Neighbouring properties also at risk if fire occurs and spreads.

Concern regarding the quality and safety of the electrics. C advised the electrics were last checked/completed, around 26 years ago.

Actions following the VARM meeting :

- Neighbouring properties offered visits from fire service personnel.
- Adult Care ascertained funding from the VARM Grant process
- Healthy Homes worked with C and was able to change gas cylinder supplier to reduce bills. They are also exploring draft proofing for C's home.
- Environmental Health arranged for a skip and two men to be available to remove excess items on a particular day – funding via VARM process

- Prior to the agreed day for items being removed, DFRS and Adult Care staff supported C in removing 86 black bin bags from his property for collection.
- Poppy Calls arranged for a handyman to complete practical jobs such as replace started motor in flashing bulb, front door not closing flush etc..
- The Royal British Legion are in the process of looking at funding for white goods, befriending services and potential new flooring they are also seeking future emotional support around hoarding.
- Electrical check completed with VARM funding – awaiting results.
- C has had a new reclining chair to help with his leg being elevated and a stair rail is hopefully going to be fitted to assist him further.
- C has also had support from Citizens Advice managing costs of daily living with a particular focus on heating.
- Continued support from Adult Care with a view in the future to explore Care link – 3rd party monitoring services.

This short report highlights the importance of shared partnership working and the VARM has been a real success in contributing greatly to C being safer in his home but also improving his emotional state, health and wellbeing.

C agreed to the above information being shared and said the following:

“The whole (VARM) process has helped me greatly. It has had more of a positive psychological impact on my life than you all will ever know. I feel much safer in my home and feel like I have been spoiled by all the help I have received.

I appreciate all the practical help like the washing machine, fridge freezer and carpets and I’m really looking forward to the sketching table and will get great use and enjoyment once that comes.

I feel lucky that the black cloud over me didn’t descend into depression like it did with Winston Churchill.

The best part has been meeting the people and the interaction I have had mainly Lisa from social care and you (Carol from the Fire service). Neither of you judged me and I thank you sincerely for that”

Dementia Awareness Week 14th-20th May 2017



I’m a Dementia Friend
Join me at dementiafriends.org.uk



Leading the fight
against dementia
Alzheimer's Society

Along with our partners, Making Space and Alzheimer’s Society, we’ve organized a wide range of events across the county next week to raise awareness of dementia as part of Dementia Awareness Week.

This includes:

- Dementia Friends Sessions
- Information Stands in County Hall Reception & The Arc, Clowne all week
- Dementia Tree of life on display with decorations made by people with Dementia at Making Space Groups (see photo)
- Matinee Dementia Friendly screening of Show Boat
- Memory and Activity groups
- Tea parties / picnics
- Memory marketplace event

Further information about events can be [found here](#)

Dementia Friends Sessions

We are giving local people and staff the opportunity to attend a Dementia Friends information session and become a Dementia Friend during awareness week.

Dementia Friends Sessions last for around 45 mins to 1 hour. Sessions are available throughout the week at:

- Meadow View, Matlock - Monday 15 May 2017 at 10am and 11am
- The Arc, Clowne, - Monday 15 May 2017 at 10am and 11am
- Parkwood, Alfreton adapted for people with learning disabilities - Wednesday 17 May 2017 at 10am
- Lacemaker Court, Long Eaton, Thursday 18 May 2017 at 10am and 11am
- Smithybrook View, Clay Cross, Friday 19 May 2017 at 10am and 11am.

If you are interested in attending one of the Dementia Friends sessions please email: philip.wall@derbyshire.gov.uk or paul.miles@derbyshire.gov.uk - **spaces are still available**

Bridging the Dementia Divide - free online course

This free online course, hosted by Derby University, will look at the challenge of dementia. It focuses on collaboration and partnership working to reduce barriers between services and provide seamless care for people living with dementia. It takes about two hours per week to complete and can be accessed whenever it suits you.

The course is now open for enrolment and starts on 15th May. For more information and to sign up for the course visit the [Derby University website \(opens in a new window\)](#)

Phil Wall

Project Manager – Older People and Dementia

Adult Care Commissioning Team

Derbyshire County Council | County Hall | Matlock | DE4 3AG | Tel: 01629 532202 | Email: philip.wall@derbyshire.gov.uk

CCG Safeguarding Podcasts



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 so why not download one and have a listen.

There are currently 9 podcasts available:

- | | | |
|---------------------|---|---|
| Podcast 1/Episode 1 | - | The UK PREVENT Strategy and what it means for NHS staff |
| Podcast 2/Episode 2 | - | The five principles of the Mental Capacity Act 2005 |
| Podcast 3/Episode 3 | - | Mental Capacity (an introduction) |
| Podcast 4/Episode 4 | - | Best Interests |
| Podcast 5/Episode 5 | - | Protection for healthcare and treatment actions and restraint |
| Podcast 6/Episode 6 | - | Lasting Powers of Attorney |

- Podcast 7/Episode 7 - Deprivation of Liberty Safeguards
- Podcast 8/Episode 8 - Children, young people and Deprivation of Liberty Safeguards
- Podcast 9/Episode 9 - Financial Abuse and its place in the health workplace

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

For other devices :

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

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

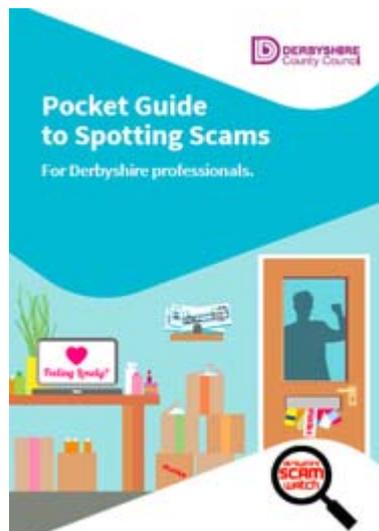
Simply open iTunes on your iPhone, iPad or Mac and search "safeguarding adults Derbyshire", or alternatively, click on the link below:

<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

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

Spotting Scams: A pocket guide for professionals



Scams are frauds and tricks designed to cheat people out of their money. Scammers approach people in a number of ways, including at home, by phone, by post or online. 3.2 million people in the UK fall victim to scams every year – the average loss is just over £1000 per person.

Anyone can fall for a scam, but the average age of a scam victim is 74. Lonely older people are much more likely to be scammed than younger people.

Cheating people out of money is financial abuse. Social care, health and voluntary sector professionals working with vulnerable and elderly people have a duty to protect people from abuse under the Care Act.

Derbyshire Adult Care have teamed up with Trading Standards to develop a [short pocket sized \(A6\) leaflet](#) explaining what you can do if you think someone is being scammed or is at risk. The centre of the leaflet acts as a pull-out toolkit with helpful phone number and checklists that can be left with clients/people you are supporting.

To order paper copies of the guide, please email adultcareinfo@derbyshire.gov.uk

Derbyshire Fire & Rescue Service - Hoarding Toolkit



The Multi-Agency Hoarding Framework (MAHF) provides a collaborative multi-agency 'person centred approach' for addressing matters arising as a result of hoarding in Derby City and Derbyshire County. The MAHF offers clear guidance for all professionals and agencies, working with people who hoard, with an expectation that everyone engages fully to achieve the best possible outcome for the individual involved, whilst meeting the requirements and duties of their Agency or Board.

Please find below the link and password to access the Hoarding Toolkit for professionals.

<http://www.derbys-fire.gov.uk/partner-information/>

User name: partners

Password: uu34Ej

PLEASE note: both the user name and password are case sensitive.

Carers in Derbyshire Website



The [Carers in Derbyshire website](#) has been jointly created by a partnership of unpaid carers and Adult Care, local health and voluntary sector organisations. [A short, animated video](#) explains the challenges carers in Derbyshire face and why the website was created.

The website aims to act as 'starting point' for carers who are using the internet to find help, advice and support services at any time of the day or night. Carers can:

- Use the searchable Carers Directory to find support groups and other local services
- Find out about the latest news and events
- Get information on carers rights
- Find out about carer assessments and carer personal budgets
- Get advice on looking after their health and wellbeing.

Future plans for the website include a blog and online forum. Non-web based communications are also planned including a paper version of the Carers Directory.

Advocacy in Derbyshire



Derbyshire County Council Adult Care have commissioned an Independent Community Advocacy Service to provide both Care Act and non-statutory advocacy from 1st April 2017.

The service has been jointly funded by DCC Adult Care and four Derbyshire CCG's. The new service will replace the previous long-standing grant-funded arrangements across the County provided by a variety of organisations.

The Derbyshire Independent Community Advocacy Service contract has been awarded to Derbyshire MIND who already provide the Independent Specialist Advocacy Service.

This means that all statutory and non-statutory advocacy for all client groups will soon be available through a single point of access.

For further information please Contact Derbyshire Mind. tel: **01332 623732** or [visit their website](#)

Herbert Protocol

<http://www.derbyshire.police.uk/Safety-advice/Personal-Safety/The-Herbert-Protocol.aspx>

Give copies of the form to other family members, friends and neighbours with an up to date photograph.

If your loved one goes missing and the information is handed to a Police Officer, the photograph can be circulated to all Police Officers and PCSOs on the front line.

If you believe a person missing is at a high risk of harm, please call 999.

Tell the police operator that you have **The Herbert Protocol person profile.**

Download the form and find out more at:
www.derbyshire.pnn.police.uk



 **101**

in an emergency always call 999

 [derbyshireconstabulary](https://www.facebook.com/derbyshireconstabulary)

 [@DerbysPolice](https://twitter.com/DerbysPolice)

 [derbyshireconstabulary](https://www.instagram.com/derbyshireconstabulary)



THE HERBERT PROTOCOL

Safe & Found

What is The Herbert Protocol?

It is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing. It consists of a form that contains vital information about a person at risk that can be passed to the police if the person is reported missing. A recent photograph of the person should also be kept with the form. It is not intended to replace existing safeguarding and security measures.

Who is at risk?

Any one identified as having a risk of wandering with Dementia and Alzheimer's or other mental vulnerability.

Who fills the form in?

In a care setting, the care provider, the person at risk or their family can fill in the form. Please seek permission from the person at risk or their next of kin. If neither is possible, the care provider should make a 'best interests' assessment.

When should the form be sent to the police?

The police only need the form if the person is reported missing. There is no need to send it before then.

Where should the form be stored?

The form should be stored somewhere it can be found quickly in places such as home care folders or it should be stored

securely in the care setting, in accordance with data protection laws. It's a good idea to have the information with family or people who may identify the person as missing.

Printed or electronic form?

Electronic is preferable, however, hand completed hard copies can also be used.



What should a care provider do if the person goes missing?

After you have conducted an 'open door' search of the address, grounds and outbuildings and you believe a person is missing, alert the police at the earliest opportunity.

Keep people with Dementia Safe & Found

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.

healthwatch
Derbyshire



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)

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The next DSAB meeting is 5th June 2017

For queries or comments please contact:

Natalie Gee: DerbyshireSAB@derbyshire.gov.uk