

Lewisham Safeguarding Adults Board Annual Report 2017-2018

Lewisham
Safeguarding Adults Board

A working partnership to prevent abuse



Contents

1. [How do I Report Abuse and Neglect in Lewisham](#)
2. [Introduction to the 2017 - 2018 Annual Report](#)
3. [Types of Harm](#)
4. [Message from the Independent Chair](#)
5. [LSAB Training & Events 2017 – 2018](#)
6. [The Board](#)
7. [What We Spent 2017 - 2018](#)
8. [2018 – 2019 Business Plan](#)
9. [Safeguarding Activity in Lewisham](#)
10. [The Sub-groups and their Contribution](#)
11. [Partner Organisation Contributions:](#)
 - a) [Lewisham Adult Social Care](#)
 - b) [Lewisham Joint Commissioning](#)
 - c) [Public Health England – Lewisham](#)
 - d) [Lewisham Strategic Housing](#)
 - e) [Lewisham Homes](#)
 - f) [Phoenix Community Housing](#)
 - g) [Healthwatch – Lewisham](#)
 - h) [Lewisham & Greenwich NHS Trust](#)
 - i) [NHS Lewisham Clinical Commissioning Group](#)
 - j) [South London & Maudsley NHS Trust](#)
 - k) [Voluntary Action Lewisham](#)
 - l) [Safer Lewisham Partnership](#)
 - m) [National Probation Service – Lewisham](#)
 - n) [Metropolitan Police Service – Lewisham](#)
 - o) [London Fire Brigade](#)
 - p) [London Ambulance Service](#)
 - q) [Lewisham Safeguarding Children’s Board](#)

How do I report abuse in Lewisham?

If you suspect that you or an adult you care about may
be at risk of abuse or neglect contact
Lewisham Adult Social Care Advice and Information Team
(SCAIT)

Tel: 020 8314 7777 (Please select Option 1)

Fax: 020 8314 3014

Email: SCAIT@lewisham.gov.uk

Alternatively if you have concerns about the
immediate safety of
an adult at risk then please contact
Police on 999

Introduction to the 2017 - 2018 Annual Report

Who are we?

Lewisham Safeguarding Adults Board (LSAB) is a multi-agency partnership of statutory and other local agencies working together to help safeguard adults with care and support needs by:

- ✎ Assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and the statutory guidance;**
- ✎ Assuring itself that safeguarding practice is person-centred and outcome-focused;**
- ✎ Promoting collaborative working to prevent abuse and neglect in the borough;**
- ✎ Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred; and**
- ✎ Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in Lewisham.**

Our priorities are:

- ✎ Ensure all adults in Lewisham are safe and able to protect themselves from abuse and neglect.**
- ✎ Intervene to ensure people are safe and protected when they need to be.**
- ✎ Ensure everyone with care and support needs in Lewisham is treated with dignity and respect.**
- ✎ Make sure each person affected by abuse and neglect can get the support and services they need to protect themselves.**
- ✎ Contribute to and lead in strategic decision making for safeguarding arrangements.**
- ✎ Provide advice and guidance on safeguarding best practice.**

The board are required under the Care Act 2014 to produce and publish an annual report. In the report we must let you know what we have done in the last year to help safeguard the people of Lewisham from abuse and neglect.

In this report you can find out:

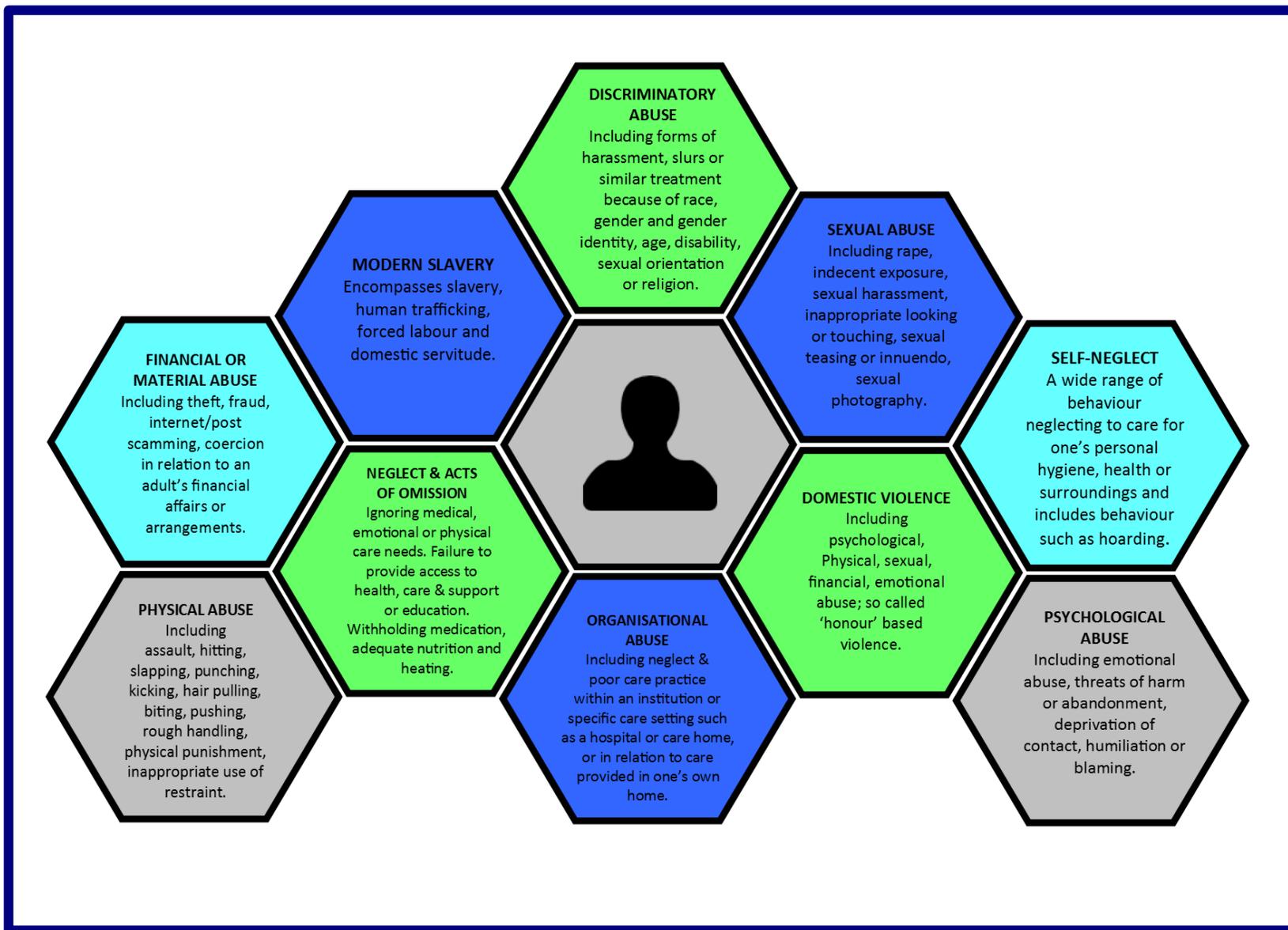
- ✎ What the Board has done to provide, protect and promote safeguarding in Lewisham during 2017 - 2018.**
- ✎ What the sub groups and our partner agencies have done in the last year and their future plans.**
- ✎ About the Safeguarding Adult Reviews (SARs) we have considered and commissioned.**
- ✎ How we will we use the review outcomes to provide better outcomes for our residents.**

The case studies in this report are taken from real safeguarding concerns raised in Lewisham over the last year.

Case studies are included to demonstrate the wide variation in the types of abuse or neglect being reported and the safeguarding work undertaken by our partner agencies in Lewisham. All of the boards' partners are fully committed to make safeguarding personal, tackle abuse, promote well-being and support adults to be safer in Lewisham.

[Back to Contents](#)

Types of Harm





Message from the Independent Chair

It is my pleasure to introduce you to this annual report, my second since my appointment as Independent Chair. I hope that you will find much of interest as we review the year in question and highlight our future objectives.

Much has been achieved. The Board held its first development day when, drawing on the experience of practitioners, operational managers and strategic managers, it reviewed its strategic plan and set out its priorities. The Board sponsored a joint conference with Lewisham Safeguarding Children's Board on modern slavery and subsequently organised its first adult safeguarding conference, with keynote presentations on adult safeguarding law, making safeguarding personal and self-neglect. Workshop topics included mental capacity and regulation of standards in care homes. Adult safeguarding conferences will become an annual event and the second is already being planned.

The Board oversaw progress of two safeguarding adult reviews, the reports of which were approved, with publication to follow in 2018 - 2019. A third safeguarding adult review was commissioned. In order to disseminate the findings of safeguarding adult reviews and to use these findings to evaluate the strengths and vulnerabilities of policy and practice locally, quarterly learning and service development seminars have been held. These too will become a feature of the adult safeguarding calendar and will help the Board to drive improvements in policy and practice.

The Board has engaged productively with social housing providers and with faith groups, raising the profile of adult safeguarding. It has strengthened its engagement with Healthwatch and with Voluntary Action Lewisham, paving the way for the first "community safeguarding conference" which will be held in November 2018 and which will be designed to further raise the profile of adult safeguarding amongst Lewisham's communities and the organisations working alongside them.

In response to feedback about training needs, the Board has commissioned and organised "masterclasses" on mental capacity assessment, working with adults who self-neglect and hoard, and making safeguarding personal. Further such training days will be organised on these and other themes which present challenges to practitioners and managers who are working with adults at risk of abuse and neglect.

There remain considerable challenges of course. The public and third sectors continue to experience financial austerity, the impact of which directly affects the resource available to keep adults safe from abuse and neglect and to meet their care and support needs. Obtaining reliable performance management data with which to scrutinise how effectively adults are being safeguarded from abuse and neglect remains a challenge but the Board is committed to obtaining both quantitative and qualitative data from across all agencies which will enable analysis of the outcomes of policy and practice.

Along with its partners the Board remains vigilant about standards in care homes and increasingly concerned about unregulated providers. The Care Act 2014 broadened the focus of working with adults at risk of abuse and neglect and the Board has developed guidance for working with adults who self-neglect and is supporting work on guidance with respect to modern slavery and human trafficking. The Board has begun to formulate plans for a series of multi-agency audits, again to evaluate the effectiveness of policy and practice in safeguarding adults.

The commitment of agencies in Lewisham to work together to safeguard adults from abuse and neglect, at both strategic and operational levels, remains strong and provides a platform on which to build on the work described in this annual report.

Finally, I would like to record my appreciation for the work of the Board's business management team, namely Philip Byron, Vicki Williams and Tiana Mathurine, and of everyone working in the Board's partner agencies. Adult safeguarding is indeed everyone's business and the year reviewed here has been one of considerable achievement.

Professor Michael Preston-Shoot
Independent Chair

[Back to Contents](#)

LSAB Training and Events



LSAB Housing Provider Forum: Introduction to the Safe And Independent Living (SAIL) Service



Launch event: Safeguarding adults at risk awareness training for faith groups in Lewisham



Lewisham one-day Human Trafficking and Modern Slavery Conference



LSAB Housing Provider Forum: Introduction to the Domestic Abuse Housing Alliance and presentation on the new Community Falls Service



Lewisham Safeguarding Adults Board One Day Professionals Conference



Masterclass in Mental Capacity Assessments



SAR Learning Seminar: Multi-agency Working with adults who self-neglect



SAR Learning Seminar - Safeguarding in Care Homes



Masterclasses - Practice with adults who self-neglect and hoard



Lewisham Safeguarding Adults Board - Development Day



Masterclass Making Safeguarding Personal



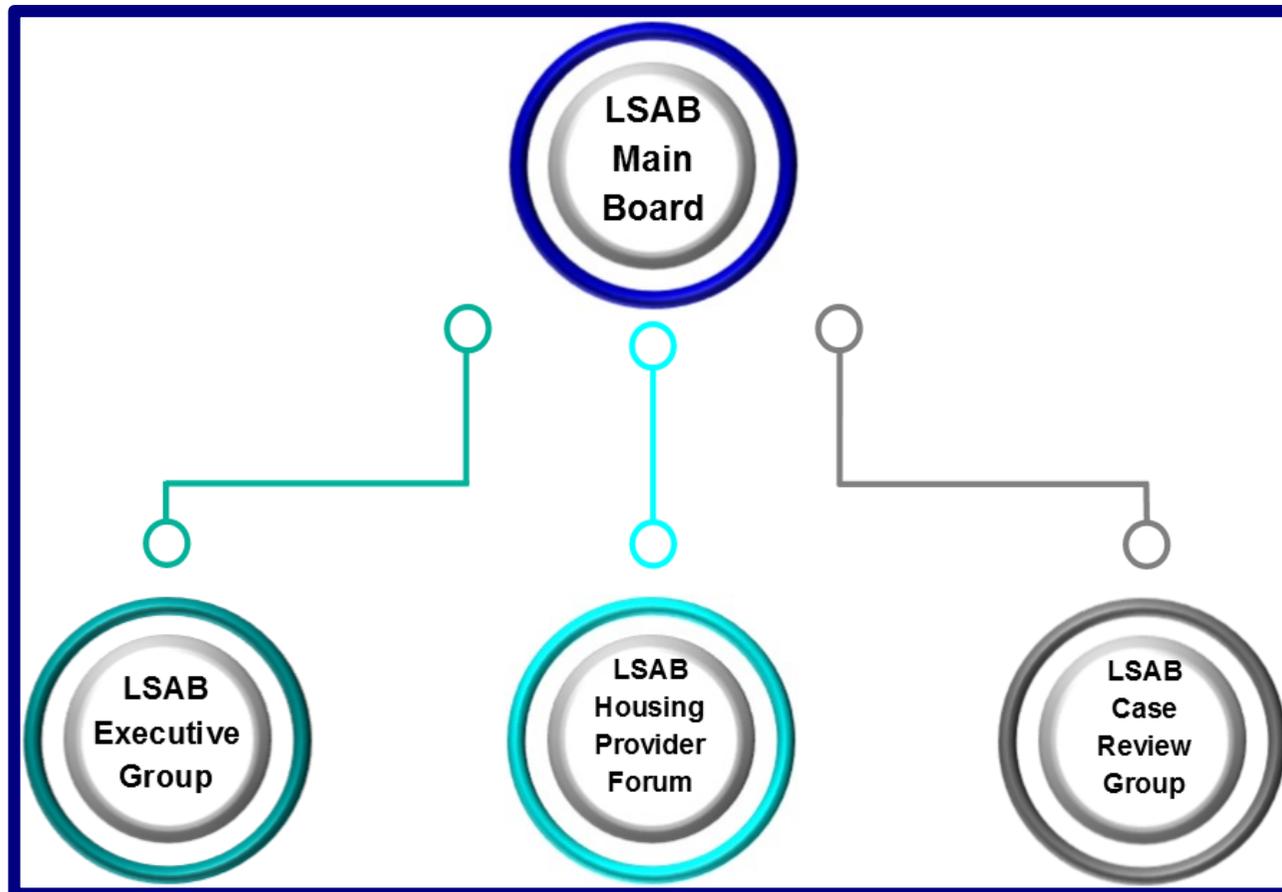
The Board

The “Board” consists of the main Safeguarding Adults Board, the Executive Group, the Case Review Group and the Housing Provider Sub-Group.

The main Safeguarding Adults Board meets four times each year. These meetings provide a platform for partners to make strategic decisions in response to local and national safeguarding policy.

Members of the board are also responsible for agreeing the contents of the annual report, the strategic plan and safeguarding adult reviews.

The board also endorses the findings and recommendations of the reviews they commission and ensures that recommendations are fully implemented by services in Lewisham and (if applicable) nationally.



What we spent 2017 - 2018



☆ Staffing	£160k
☆ Safeguarding Adult Reviews	£30k
☆ Masterclasses - Professionals	
☆ Making Safeguarding Personal	
☆ Mental Capacity Act	
☆ Self-Neglect and Hoarding	£11k
☆ Community Training	£15k
☆ Conferences & Learning Events	£29k
☆ Website Development	£5k

Total £250k

LSAB Plan 2018 – 2019

We will continue to focus on these four key areas:

✎ Continue to promote Partnership working

Local solutions through services continuing to work together to deliver LSAB priorities.

✎ Prevention and awareness of abuse through training & information sharing

Sharing information and raising awareness & understanding of safeguarding adults within the LSAB workforce and wider community.

✎ Promoting Positive Practice: Making Safeguarding Personal (MSP)

Collecting and sharing good safeguarding practice to board partners and the wider community.

✎ Promoting Board Development

Assuring that Lewisham safeguarding adult's procedures are effective.

You can find details of the work we will carry out on the four key areas in the [LSAB Strategic Plan](#).

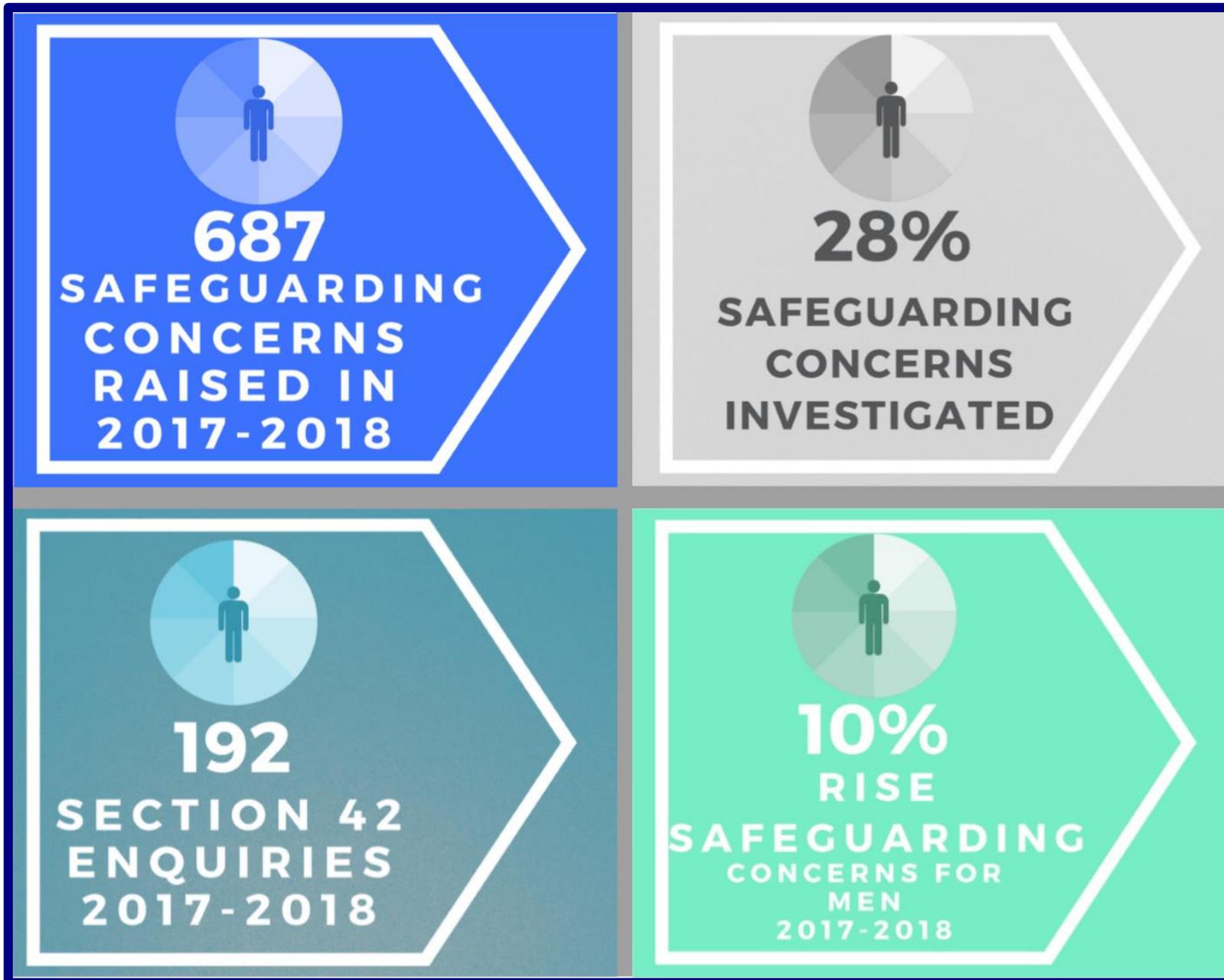
[Back to Contents](#)



Key Messages

- ✋ Raise Awareness
- ✋ Share Good Practice
- ✋ Share Effectively
- ✋ How we can work better together

Safeguarding Activity in Lewisham



687
SAFEGUARDING
CONCERNS
RAISED IN
2017-2018

28%
SAFEGUARDING
CONCERNS
INVESTIGATED

192
SECTION 42
ENQUIRIES
2017-2018

10%
RISE
SAFEGUARDING
CONCERNS FOR
MEN
2017-2018

TOP 3 TYPES OF ABUSE REPORTED IN LEWISHAM 2017-2018



NEGLECT & ACTS OF OMISSION



FINANCIAL OR MATERIAL ABUSE

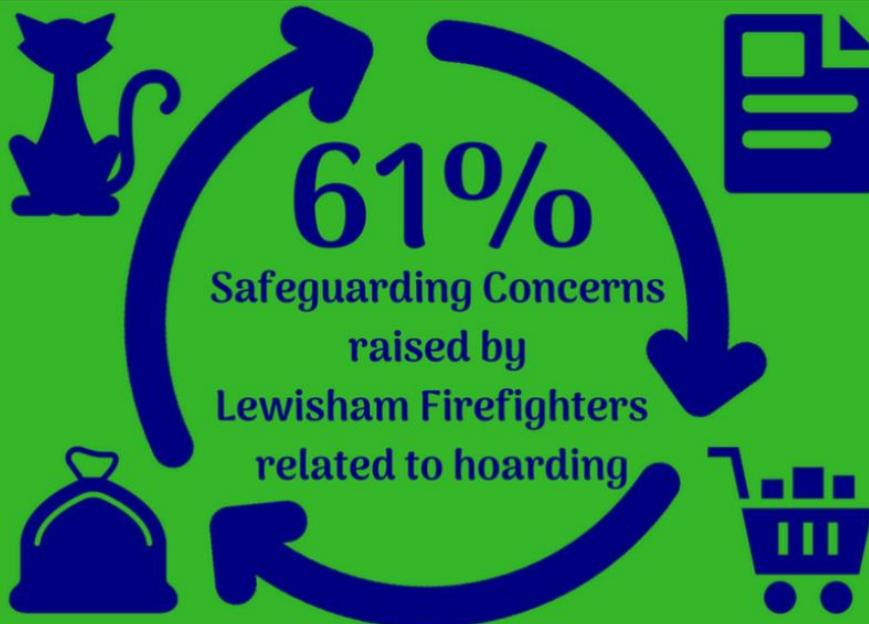


PHYSICAL ABUSE

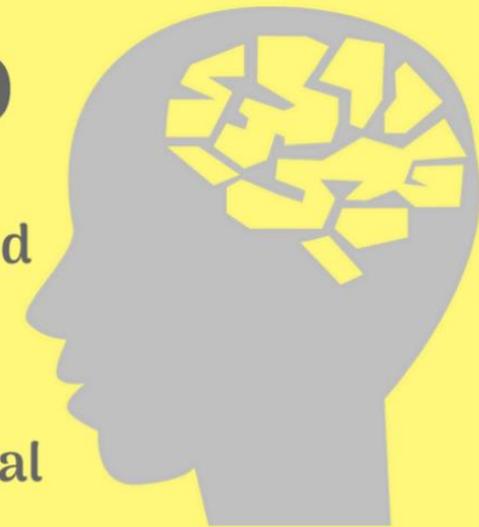
Why you should report your concerns.....



In Lewisham
risk was removed in
61% of concerns raised



21%
Safeguarding
Concerns Raised
by Lewisham
Firefighters
Related to Mental
Health



The Sub-groups of LSAB

LSAB Housing Provider Forum

The LSAB Housing Provider forum, chaired by Philip Byron, LSAB Business Manager, has been meeting since June 2016. The forum is formed of representatives from all of the main social housing providers in Lewisham.

Key Achievements of LSAB Housing Provider Forum:

- ✎ The housing provider Forum has been enabled to form an improved relationship with Lewisham Adult Social Care in relation to referrals and feedback from those referrals. Lewisham Adult Social Care listened to the issues raised by our providers and has addressed the problem of feedback on referrals in their new Multi-Agency Safeguarding Hub to be launched in the Autumn 2018.
- ✎ Completed Housing Provider Adult Safeguarding Audit.
- ✎ The Housing Provider Forum will become an official sub-group of the board in 2018.

Safeguarding training and events facilitated by the LSAB were very well attended by social housing providers in the borough.

LSAB Executive Group

The LSAB Executive Group is chaired by Michael Preston-Shoot, LSAB Independent Chair. The group is formed of senior representatives of Lewisham Council, Metropolitan Police Service, NHS Lewisham Clinical Commissioning Group (the statutory partners of the board) and the London Fire Brigade.

Key Achievements of LSAB Executive Group:

- ✎ Terms of reference for the Executive Group were agreed.
- ✎ Agreed a new Board membership to re-invigorate the partnership.
- ✎ Agreed to focus services on Prevention.

[Back to Contents](#)

SAFEGUARDING ADULT REVIEWS

CASES REFERRED

4

3

**CASES CONSIDERED
NOT PROGRESSED**

**REVIEWS
COMMISSIONED**

1

1

**REVIEWS IN
PROGRESS**

**COMPLETED
REVIEWS**

2

LSAB Case Review Group

The LSAB Case Review Group is chaired by Michael Preston-Shoot, LSAB Independent Chair. The group is formed of highly experienced representatives of Lewisham Adult Social Care, Lewisham Council Legal Department, Metropolitan Police Service - Lewisham, NHS Lewisham Clinical Commissioning Group & Lewisham & Greenwich NHS Trust.

Key Achievements of LSAB Case Review Group:

- ✎ Agreed a new process to deal with parallel investigations and reviews.
- ✎ Drug and Alcohol Related Deaths being reviewed in Lewisham are reported on a quarterly and annual basis to the Case Review Group for assurance.
- ✎ Monitored Improvement Assurances of local organisations identified as having safeguarding issues by NHS England.
- ✎ Agreed to commission a discretionary SAR to ensure learning opportunities are not lost.
- ✎ Monitored the implementation and completion of action plans from completed reviews to ensure that organisations provide better outcomes for our residents.

Commissioned Reviews and Referrals:

The Annual Report for 2016 - 17 reported that two Safeguarding Adult Reviews had been commissioned. The terms of reference for both these reviews were set out in that report. Both of the reviews have now been completed.

The Board hopes to be able to publish the completed review concerning Adult AA but is unable to do so until parallel investigations by the London Fire Commissioner and the Care Quality Commission have been completed. In the meantime the board has accepted the final version of the report and all the agencies involved with the case have submitted action plans. These plans focus on risk assessment, with particular reference to smoking, immobility and wheelchair use; medication reviews; staff recruitment and training, and the use of regulatory and enforcement powers. The Board will monitor implementation of these action plans at future meetings to ensure that the necessary policy and practice changes have been embedded. In addition, a briefing on health and safety issues, especially concerned with residents who smoke, is being prepared for circulation to all care homes where Lewisham residents reside following placement by Lewisham Clinical Commissioning Group and / or Lewisham Adult Social Care.

The Board published the completed review relating to Adult BB at the end of July 2018 alongside a response from the Board. With permission of the family, the review uses the person's given name, Michael. There are eighteen learning points that have emerged from an analysis of this case, covering mental health assessment, mental capacity assessment, risk assessment, record keeping, knowledge of relevant legal rules and liaison between different agencies, including "out of hours", with roles and responsibilities during mental health crises.

Each organisation involved in this case, and the mental health crisis service at the centre of it, has submitted an action plan to address their contribution to the implementation of the learning points. Once again, the board will monitor implementation of the action plans closely to ensure that learning is embedded fully in policy and practice change.

The Board has commissioned a further Safeguarding Adult Review on Adult CC. This case involves a hospital in-patient, being treated for alcohol and mental health related problems, who left hospital and was found deceased sometime later. The review will be exploring policy and practice within the relevant NHS Trust, specifically with respect to the impact of staffing levels, the alcohol detoxification pathway, missing patients, and mental health assessment and treatment. The review will also consider the police response once the individual concerned was reported missing.

The Board also considered three further referrals. One involved a person who died whilst being supported in accommodation provided by a third sector organisation. It was agreed that this referral did not meet the criteria for a Safeguarding Adult Review. However, on the basis of a Section 42 (Care Act 2014) enquiry into the case, work has been undertaken with the organisation concerned to improve its adult safeguarding policy and practice.

The second involved possible neglect in a care home. It was agreed that this referral did not meet the criteria for a Safeguarding Adult Review. However, NHS Lewisham CCG has undertaken further work within care homes on practice standards and has reported to the board on the outcomes of this work.

The third involved possible abuse and neglect in the community. It was agreed that this referral did not meet the criteria for a Safeguarding Adult Review as the death was unrelated to abuse or neglect. However, a community pilot has been commissioned around escalation of safeguarding concerns, Mental Capacity Act 2005 and the importance of record keeping.

The Case Review Group has continued to monitor reports on drug and alcohol related deaths and has taken a close interest in Lewisham CCG's work on learning disability mortality reviews. A programme of quarterly learning and service development seminars has been instituted and two seminars were held within 2017 - 18. In each seminar one or more Safeguarding Adult Reviews are selected, the findings and recommendations presented, and then seminar participants are invited to reflect on the strengths and vulnerabilities in policy and practice within Lewisham. The first seminar focused on learning from cases involving adults who self-neglect and hoard; the second on standards within care homes. The feedback about policy and practice in Lewisham will be fed into the Board's on-going work.

[Back to Contents](#)

The Partner Organisations of the Board

Partner Organisation: London Borough of Lewisham - Adult Social Care

Board Members: Aileen Buckton, Joan Hutton & Brian Scouler

Lewisham Adult Social Care are a statutory member of the main safeguarding adult's board, the executive group and case review group.

3 Key Adult Safeguarding Achievements 2017 - 2018

- ✎ Key staff trained to deliver Human Trafficking and Modern Day Slavery training. Successful launch across Adult Social Care which will be extended to a wider range of partner agencies in 2018 - 19.
- ✎ In partnership with NHS Lewisham Clinical Commissioning Group Safeguarding Lead Nurse- two workshops delivered to managers of all Residential and Nursing Homes in Lewisham around safeguarding and referral pathways for pressure ulcer enquires.
- ✎ Despite a 16% increase in the number of applications for authorisation under the Deprivation of Liberty Safeguards, (DoLS) 88% of requests for an Urgent Authorisation (which should be completed within 7 days or 14 days if an extension is agreed) were completed within 0-10 days of the due date. This compares to a national average of 112 days in 2016 - 2017.

3 Key Adult Safeguarding Plans 2018 - 2019

- ✎ Development of an Adult Multi-Agency Safeguarding Hub (MASH) to ensure consistent and timely safeguarding interventions across Adult Social Care.
- ✎ Robust, quality assurance and monitoring of safeguarding decision making and practice to be introduced and embedded across all of Adult Social Care through the MASH and in partnership with the newly formed Quality Assurance Team.
- ✎ The support and involvement of the Operational Manager for Safeguarding / Mental Capacity to be extended to Lewisham Adults With a Learning Disability Service and to South London & Maudsley NHS Foundation Trust (SLaM). This is to ensure that safeguarding practice across all Adult Social Care is of high quality, consistent, in line with London procedures, and the principles of Making Safeguarding Personal.

[Back to Contents](#)

Adult Safeguarding Case Study

Concern

AA is a 33 year old male with suspected learning difficulties, he lives at home with his wife BA. The concern was raised with Lewisham Adult Social Care, Social Care Advice and Information Team (SCAIT) by the GP after the couple sought fertility advice. The GP was concerned about AA's capacity to consent to the marriage and sexual relations.

Response

A visit was planned to the family home. On arrival access was given and both AA and BA were seen on their own. AA refused to come into the room where the social worker was, he was seen gesticulating with his hands and shouting before returning to another room in the property. The social worker endeavoured to gain further insight into AA's needs, and capacity, but this was challenging given his presentation at the time of the visit.

BA in contrast was communicative with the social worker and confirmed that the marriage was arranged, BA reports travelling to the UK after the marriage in the boot of a car, and being collected from a car park close to the border crossing by other members of AA's family. BA denied that she was trafficked. BA noted that both she and her husband were happy and she reported no issues in relation to AA's needs. Concerns were expressed about AA's presentation at the time, and BA explained that he was not always like this.

An immediate safeguarding planning meeting was undertaken between the partner agencies. There were no issues raised in relation to AA or BA from any partner agencies. A plan was put in place to re-visit the family home. Legal advice was given that in order to consider proceeding to court for possible removal of AA we would need further evidence, particularly in light of the information from partners.

A subsequent visit was undertaken to the family home, where again both AA and BA were seen. This time AA was more communicative, a slow and sensitive approach was undertaken to establish his view on his situation. AA recalled the last visit and noted that he had behaved the way that he did out of fear of what may happen to his family with Social Care involvement. He confirmed that the marriage was arranged, and gave information in respect of the relationship, demonstrating his capacity.

Outcome

The Safeguarding enquiry was closed, outcome shared with AA & BA, GP & partner agencies.

The issues relating to BA's entry to the UK remains under investigation by the Police.

[Back to Contents](#)

Partner Agency: London Borough of Lewisham – Joint Commissioning Team
Board Member: Dee Carlin

Lewisham Joint Commissioning are an active member of the main Safeguarding Adults Board.

The Joint Commissioning service works across the Council and NHS Lewisham Clinical Commissioning Group to promote and support high quality health and social care contracting, quality assurance of care, and redesign of service pathways.

3 Key Adult Safeguarding Achievements 2017 - 2018

- ✦ **The further development of the Quality Assurance Framework (QAF). In particular, the extension of the quality assurance process to mental health residential services. This reviews among other aspects of delivery policies and procedures, health and safety, nutrition, activities user satisfaction. Joint Commissioning holds a dashboard of service quality across the borough. Providers receive their own dashboard and the overarching QAF dashboard is shared with Lewisham’s Community Services Management team, the NHS Lewisham Clinical Commissioning Group’s Integrated Governance Committee and the multi-agency quality meeting Multi-Agency Quality Assurance and Information Group (MAQAIG).**
- ✦ **Management of Provider Concerns process. Services can have a large number of visiting professionals (e.g. Safeguarding Nurse, Social Workers, and Clinical Staff) at any one time. The Joint Commissioning Team has led a number of formal quality concerns processes across residential and nursing, supported living and domiciliary care providers for all client groups, co-ordinating the input of professionals to share concerns and target interventions to develop service quality and competence thus improving safety.**
- ✦ **The second annual audit and report to LSAB on provider compliance with the Board’s competence framework. In particular: that appropriate Disclosure and Barring Service (DBS) checks are carried out on recruitment for all staff or volunteers; that safeguarding competencies for all levels of staff and managers reflect the National Competence Framework; and that organisations’ safeguarding policies reflect the requirements of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguard’s (DoLS).**

3 Key Adult Safeguarding Plans 2018 - 2019

- ✦ **Continue work with London Fire Brigade (LFB) to train firefighters in dementia awareness. This helps LFB front line officers to give better targeted fire safety advice to people with dementia to improve levels of fire safety in their homes in ways that are meaningful and effective.**
- ✦ **Work with health and social care colleagues, to increase provider knowledge and awareness in identifying and managing safeguarding concerns, particularly the impact of DoLS on the lives of other clients. The focus of this work will be residential services for people with complex mental health.**
- ✦ **Actively participate in health and social care commissioning intention discussions to ensure that any potential safeguarding and quality impacts are identified and mitigated early in the process.**

Adult Safeguarding Case Study

Concern

On-going concerns over a number of years about a high number of low level quality issues maintained and exacerbated by frequent management changes.

Response

The development and implementation of an action plan which identified 4 key areas for improvement (nutrition and hydration, care planning, management accountability, and staff: client interaction) with clear and tangible outcomes and statements of what would constitute evidence. Increased number of monitoring and quality assurance visits. A monthly professionals and provider monitoring meeting.

Outcome

Significant improvement in provider performance in the designated key areas. Evidence of improvement, and thus assurance, in non-targeted areas. An overall increase in resource, internal quality assurance processes and leadership by the provider.

[Back to Contents](#)

**How many
people
did we
train?**



**Completed
LSAB Adult
Safeguarding Training**

Partner Agency: Public Health England - Lewisham

Board Member: Danny Ruta

Public Health England – Lewisham are an active member of the main Safeguarding Adults Board.

Key Adult Safeguarding Achievements 2017 – 2018

Lewisham Suicide Prevention Strategy

Public health alongside the mental health joint commissioning team have led on the development of a suicide prevention strategy for Lewisham. The vision of the strategy is for Lewisham to be a borough that becomes safer from the risk of suicide. The main aims of the strategy are:

- ✎ Contribute to a 10% reduction in the national suicide rate by 2021.**
- ✎ Provide improved support for those affected by suicide in Lewisham.**
- ✎ Raise awareness of suicide prevention in Lewisham among the frontline workforce and wider community.**

The priority areas for action in the strategy mirror those of the national strategy and are:

- ✎ Reduce the risk of suicide in key high-risk groups;**
- ✎ Tailor approaches to improve mental health in specific group;**
- ✎ Provide better information and support to those bereaved or affected by suicide;**
- ✎ Support the media in delivering sensitive approaches to suicide and suicidal behaviour;**
- ✎ Support research, data collection and monitoring.**

To support the implementation of the strategy an action plan and monitoring and evaluation framework have been developed. Lewisham Suicide Prevention Strategy will be launched in autumn 2018.

Drug and Alcohol Related Death's Panel

Lewisham's drug and alcohol related death's panel aims to increase understanding of the factors contributing to drug and alcohol related deaths and reduce the risk of further drug related deaths occurring in the borough of Lewisham.

The purpose of the Panel is to:

- ✎ Review all identified and notified drug related deaths in Lewisham.**
- ✎ Identify learning points from each case.**
- ✎ Make recommendations on actions to be taken to reduce the risk of further drug and alcohol related deaths.**

✎ Disseminate learning points and actions plans to partners and providers of treatment services across the borough.

Public Health Commissioned Services

Using the Public Health grant, Lewisham Council commissions, a range of services that support Lewisham's approach to Safeguarding and Early Help.

Sexual Health services and Health Visiting, commissioned from Lewisham and Greenwich NHS Trust, are vital early contact points with a number of potentially at risk groups.

Universal visits by Health Visitors are a statutory part of the Council's contract for Health Visiting, and take a 'whole family' approach, identifying vulnerability in children and in their carer's.

Sexual Health clinics can be the first opportunity for professionals to identify a range of vulnerabilities, and can reach people who do not routinely engage with health and social care services.

For the wider range of services commissioned for Public Health, including weight management and smoking cessation services, the Council requires providers and their staff are aware of and engage with local safeguarding arrangements.

[Back to Contents](#)

**Partner Organisation: London Borough of Lewisham – Strategic Housing
Board Member: Genevieve Macklin**

Lewisham Strategic Housing division are an active member of the main safeguarding adult’s board.

The Strategic Housing Division in Lewisham Council works under four key priorities:

- ✎ Helping residents at times of severe and urgent housing need.**
- ✎ Building the homes our residents need.**
- ✎ Greater security and quality for private residents.**
- ✎ Supporting our residents to be safe, healthy and independent in their homes.**

The division work operates with three service groups:

- ✎ Housing needs and refugee services: homelessness prevention and housing needs service, including no recourse to public funds and Syrian refugee resettlement teams.**
- ✎ Private sector housing agency: improves standards in the private rented sector via a range of interventions, including cracking down on rogue landlords, providing grants to help homeowners improve their homes and live independently and bringing long-term empty properties back into use.**
- ✎ Housing strategy and programmes: wider approach to shaping the housing delivery market, including delivering new homes, engaging with partners, innovative approaches to delivery, and contract oversight of Arm’s Length Management Organisations (ALMO) and Private Finance Initiative (PFI) contract.**

3 Key Adult Safeguarding Achievements 2017 - 2018

- ✎ The rogue landlord team have worked closely with key internal and external partners to safeguard vulnerable individuals who are being exploited via poor and illegal housing, cracking down on the worst housing conditions in the borough.**
- ✎ Lewisham is a leading borough in the delivery of a ‘Housing First’ project, which supports vulnerable adults who are most at risk of entrenched and repeat homelessness to live and sustain their own home. Working as a partnership, rather than a commissioned service, the project has secured additional funding to increase from 15 placements per year to 35 per year.**
- ✎ More effective processes have been established between Lewisham Homes and Lewisham Council in tenancy management and eviction cases, where there is a vulnerable household member involved.**

[Back to Contents](#)

3 Key Adult Safeguarding Plans 2018 - 2019

- ✎ Establish a Rough Sleeper Pathway for any Lewisham Rough Sleepers found on the streets, including a 365 days per year, 7 days a week emergency night shelter with emergency access arrangements.
- ✎ Introduce a hospital discharge officer to work with all patients whatever tenure, to be able to return home. The intention is to have a housing expert co-located in hospitals to act as a resource.
- ✎ Continue to build on positive working relationships with adult social care and the adult safeguarding board, particularly in the development of a service to work with residents who self-neglect and hoard.

Adult Safeguarding Case Study

Concern

A vulnerable rough sleeper and her partner were identified in Lewisham. Following a period of non-engagement it was established that both had connections in Eastbourne and were under leaving care services, the client reported she was pregnant.

Response

Multi-agency meetings held with representatives from: Lewisham Children's Services, London Street Rescue, Leaving Care Services Eastbourne, Leaving Care Services Bromley, Housing Lewisham, Lewisham Homes, Lewisham Midwifery and Lewisham Dog Warden.

Outcome

Housing was established to enable pregnancy to be monitored and the delivery to be planned. Baby has been delivered safely and taken into emergency care. Client has an onward housing plan for support with substance misuse and mental health and is compliant with a contraception regime.

[Back to Contents](#)

Partner Organisation: Lewisham Homes

Author/Board Member: Felicity Knill

Lewisham Homes are an active member of both the main safeguarding adult's board and the housing provider forum.

Lewisham Homes is an enterprising, not-for-profit organisation, set up to improve housing in the borough.

As well as managing 19,000 homes on behalf of Lewisham Council, we operate our own maintenance company, build new homes and find valuable ways to invest in the local community.

We're proud to be 100% focused on Lewisham and aim to make a real difference to the lives of the residents and communities living and working in our borough.

Key Adult Safeguarding Achievements 2017 – 2018

- ✎ **Dedicated additional resources to safeguarding by creating a new role, a Safeguarding and Tenancy Sustainment Lead.**
- ✎ **Launched an internal "Speak Up" for safeguarding campaign to raise the profile of safeguarding within the organisation, which resulted in a 41% increase in internal referrals over the first month.**
- ✎ **Improved multi-agency working, and links to other agencies, by holding multi-agency professionals meetings for complex safeguarding or tenancy sustainment cases. This has resulted in better outcomes for residents.**

3 Key Adult Safeguarding Plans for 2018 – 2019

- ✎ **Introduce a tenancy "risk rating" so that we can identify tenancy sustainment and safeguarding concerns earlier, and do more preventative work.**
- ✎ **Many of our staff attended the LSAB Hoarding and Self-Neglect masterclass, and following on from this, in 2018 – 2019 we will update our Hoarding Policy and Procedures, and deliver in-house training on Hoarding to relevant staff.**
- ✎ **Launch our "Speak Up" for safeguarding campaign externally to residents, to increase awareness of safeguarding issues.**

Adult Safeguarding Case Study

Concern

We received complaints from neighbours about noise and drug use from a property. People were coming and going from the property, and they were concerned about the mental and physical health of our tenant.

We contacted the tenant who disclosed mental illness to us. We signposted him for appropriate support.

Speedwell's crisis team began to work with the tenant. He disclosed that he was being abused emotionally, financially, and physically by friends who had moved in with him. The people living in his property were well known to the police and other services. Our resident's mental health continued to deteriorate and he stayed in an inpatient unit for an extended period of time.

Response

We worked closely with his care co-ordinator and family to ensure that the property was made safe, and locks changed. We arranged for our professional witness to patrol the area to ensure that the property remained secure.

Further investigations showed that our tenant previously received support from a family member who was no longer around. He had struggled to live independently and experienced abuse since losing this support.

There were concerns that if he were discharged to the same property he would be at risk of further abuse.

As his mental health improved, we visited him in the inpatient unit with his care co-ordinator where we discussed his housing options. He told us that he wanted to move, and to receive more support.

We held a multi-agency meeting, where his housing options were discussed.

Outcome

It was determined that he could be offered supported accommodation.

Steps were put in place to ensure that he won't be considered "intentionally homeless", and can be offered general needs social housing in future, when he is able to live independently.

[Back to Contents](#)

Partner Parner: Phoenix Community Housing

Author/Board Members: Say Leddington

Phoenix Community Housing are an active member of the LSAB Housing Provider Sub-Group.

Key Adult Safeguarding Achievements 2017 – 2018

- ✎ **Opened a new Extra care Scheme in Beckenham. Providing 60 homes for older people. Phoenix manages the properties and care is provided by Notting Hill Genesis. Our project mobilisation ensured safeguarding protocols were in place to facilitate joint working and maximise the safety and well-being of our tenants.**
- ✎ **Published our first voluntary Statement setting out our commitment to eliminate Modern Slavery and Human Trafficking.**
- ✎ **In direct response to the changing needs and activities of our business we reviewed our safeguarding structures to respond to and manage safeguarding alerts including lead officers with deputies in three key activity areas (Children, Adults and Employees & Partners).**

Adult Safeguarding Plans 2018 - 19

- ✎ **Continue our work supporting residents who hoard, working with partner agencies such as the London Fire Brigade and Social Care.**
- ✎ **Develop an Older Persons Strategy to make up a Statement on Supporting People “at risk”.**
- ✎ **Implement our new Safeguarding Panel structure, reviewed and developed in 2017-18.**

Adult Safeguarding Case Study

Mr X started his tenancy in 2014. Initial alerts were made relating to electrical tampering and rent arrears. The case was referred to Phoenix’s Tenancy Support Advisor (TSA) so that a quick, specialist and intensive response could be made.

Safeguarding concerns emerged regarding financial exploitation:

- ✎ **The tenant had given the control of his finances to his son, including the money from the sale of his former property.**
- ✎ **On several visits Mr X had no money, food, heating or lighting.**
- ✎ **On 2-3 occasions Mr X opened mail and asked the TSA to read letters regarding driving fines. The fines were for the tenant’s disability car which was kept and used by his son.**

Background

Mr X had a stroke 9 years previously and held a firm belief that plants would aid his recovery. He generally lived in one room full of plants stacked on top of each other. He had complex ideas about health, resulting in the fridge being kept full of rotting food. Mr X believed neighbours were accessing his property, tampering with his electrics and stealing keys from his bedside table. Mr X booby-trapped his home by tampering with the electrics to identify whether anyone had entered his home. This restricted his own use of most rooms, presenting fire and other health and safety risks to himself and others. Mr X was not registered with a GP and not receiving any medical support.

Referrals were made to London Fire Brigade, health, and social care which led to a joined-up approach being taken to address concerns.

The case was resolved following three electrical condition reports, multi-agency visits and risk assessments and monthly visits to clean and clear the property in stages. Phoenix co-ordinated and oversaw the arrangements.

Mr X eventually moved into supported housing with support of family members and adult social care. The safeguarding concerns of financial abuse were resolved through a social services appointeeship for his finances. His home was fully repaired and nominations received from Lewisham Homeseach to re-let it.

Lewisham Firefighters Completed

2034



Home Fire Safety Visits

[Back to Contents](#)

Partner Organisation: Healthwatch Lewisham

Author/Board Members: Folake Segun & Geraldine Richards

Healthwatch Lewisham are an active member of the main safeguarding adult's board.

Healthwatch Lewisham as the independent champion for people who use local health and social care services ensures that local people are at the heart of services provided. We actively seek views from all sections of the community on what is going well and what needs to be improved.

We conduct Enter and View visits, in accordance with the Health and Social Care Act, to see from the user perspective how services are run, highlight good practice and make recommendations for improvement. Although not intended to specifically identify safeguarding issues, if concerns arise during visits, they are reported to service managers and the appropriate council safeguarding procedures followed.

Key Achievements of Healthwatch Lewisham 2017 – 2018

- 1. Meeting with people with additional communication needs and organisations supporting people with sensory loss and learning disabilities to identify their experiences since the implementation of the NHS Accessible Information Standard (AIS) and to raise awareness with local providers. We also visited 11 GP Surgeries and 4 departments at University Hospital Lewisham.**
- 2. Delivering 'Men Talk Health'; organising focus groups exploring mental health and men's experiences of local services. Using a variety of engagement methods, to gather patients' stories.**
- 3. Participation in training events and developmental activities including the LSAB Development Day and Conference, Mental Capacity, Self-Neglect and Hoarding Masterclasses; Modern Slavery and Human Trafficking, and Domestic Homicide Reviews.**
- 4. Supported awareness – raising of safeguarding issues among communities through our on-going engagement.**

[Back to Contents](#)

Wheels for Wellbeing September 2017 & Lewisham Feeling the Noise - Blind Band



Adult Safeguarding Plans 2018 - 19

- Continue to contribute to Board business
- Continue work on service access and engagement
- Support awareness-raising of safeguarding issues within communities

Case Study - The NHS Accessible Information Standard in Lewisham

Following the introduction of the NHS Accessible Information Standard (AIS) in 2016, Healthwatch Lewisham began a project to assess local implementation of the standard and its impact on patient experience. We spoke to 76 people and engaged with 8 organisations and community groups.

In their own words:

“You feel lost. It is confusing when nurses call your name. You don’t know which way to go or who to follow. Even the most capable people feel disempowered and anxious.”

“We had an appointment to see a consultant, however it was postponed twice because of poor management with Language Line.”

“I feel asking for a longer appointment time or an interpreter would be too much to ask for...”

Our recommendations included:

- Offering physical assistance to people with sensory and learning disabilities to guide them into consultation rooms from reception. Special efforts should be made in busy waiting rooms.
- Routinely asking patients with sensory and learning disabilities if they require alternative communication methods and recording those in a consistent manner.
- Introducing / using a flagging system to alert staff to a patient's alternative communication needs.
- Provision of sight and hearing loss awareness training for front line staff.
- Sign language interpreters routinely booked for patients requiring them and confirmation sent to patients.
- Provision of large print (minimum font size 18) on medicines for people with sight loss and with learning disabilities.

[Back to Contents](#)

Partner Agency: Lewisham & Greenwich NHS Trust

Board Members: Jo Peck & Caz Brown

Lewisham & Greenwich NHS Trust are an active member of the main safeguarding adult's board and an effective and integral member of the LSAB Case Review Group.

Key Achievements:

- ✦ Membership of Pressure Ulcer Panel integrated with Lewisham Adult Social Care.**

The University Hospital Lewisham (UHL) Pressure Ulcer Panel has been working in an improved format for 2 years. Chaired by the Head of Nursing Professional Practice & Standards, the panel is comprised of clinical experts including Lewisham Adult Social Care, Tissue Viability, Podiatry, Senior Clinicians & Adult Safeguarding. The Pressure Ulcer Panel reviews every pressure ulcer incident on a weekly basis to decide if the case requires further investigation.

When a pressure ulcer is found not to be attributable to the Hospital, the adult safeguarding team may then refer the case to other health or care providers for investigation.

The Community Pressure Ulcer Panel, Chaired by NHS Lewisham Clinical Commissioning Group also involves expertise of the Pressure Ulcer Panel members to scrutinise community acquired pressure ulcers in the borough. The panel is held fortnightly and Care Home managers complete a Synopsis to present to the panel, where issues are discussed, learning outcomes identified and recommendations agreed. The recommendations are monitored by LCCG Safeguarding Nurse Advisor to ensure implementation into practice.

- ✦ UHL Joint Children and Young People and Adult Safeguarding Conference 8th February 2018.**



The UHL joint conference was a resounding success, attended by 170 delegates from a wide variety of Trust services. Speakers included Dr. David Evans, Emeritus Professor Michael Preston-Shoot and Vicky Foxcroft MP. A wide range of topics were presented with an interactive practical focus including Self-Neglect, Domestic Abuse, Mental Capacity and the Prevent programme. Feedback was excellent with another event planned for next year.

✎ Safeguarding Training & Resources

The Trust adult safeguarding intranet site has been developed to include many varied resources to support staff to protect adults at risk. Trust safeguarding policies and referral forms are easily available. Other resources include a section on assessing mental capacity with examples of a 'gold standard' mental capacity assessment. There is a variety of useful information on Deprivation of Liberty Safeguards (DoLS) including a step by step 'how to' guide on completing a DoLS request. Referral forms for Domestic Violence and Abuse services plus information to download for patients can also be accessed. Safeguarding Adult Review (SAR) information has recently been added to the resources page. A mental capacity education film has been produced and this is on the Trust YouTube site. Information for patients with a Learning Disability and video guides to using Trust Services are on the Learning Disability Internet site.

Key Adult Safeguarding Plans 2018 - 2019

✎ Assessment of Mental Capacity

We will aim to ensure mental capacity assessments are being completed appropriately in both acute and community services using the Trust template for the assessment of mental capacity. Audits have shown that this type of assessment is currently inconsistent across all Trust services therefore a targeted action plan will be launched and an audit planned for next year. A template for assessing mental capacity will be built into the electronic record keeping system iCare which will be launched in October 2018.

✎ Carrying out Best Interests Meetings

We will be carrying out a strategy aimed at ensuring that Best Interests Meetings are taking place in accordance with patient needs. The Adult Safeguarding Team also want to promote and ensure that the Trust documentation (agenda and minutes) for Best Interests Meetings are being used to record the meeting and outcomes, is accessible within the patient records and shared with relevant parties. A joint project is planned with the Learning Disability Lead Nurses to target services that should routinely be planning best interests meetings e.g. outpatients services.

✎ Meeting the Prevent Target

The Trust plans to meet its target of 85% for staff to have had received the Workshop to Raise Awareness of Prevent (WRAP) Training by March 2019. Currently 70% of our 6,500 staff have received the WRAP training. The Prevent strategy is an important part of adult safeguarding as it is a means of preventing vulnerable children and adults being drawn into terrorism. The online WRAP training was launched in February at the Trust and there already has been a consistent take up of this type of training. There are six face to face 'WRAP' training sessions on a monthly basis plus bespoke sessions for groups of staff provided by the adult safeguarding team.

[Back to Contents](#)

Case Study - Meeting the individual needs of a patient with a learning disability using Trust Services

Concern

Miss S was reported by her carers not to be eating well; drinks only hot chocolate and prescribed food supplements. Miss S was reported to have lost weight. According to her carers, she had been house bound for almost 15-months as, she would not respond to any support offered by her carers to support her with social outings or medical appointments.

Response

Miss S's GP referred her to the gastroenterology department at University Hospital Lewisham for further assessment and treatment. However it was reported that Miss S Did Not Attend (DNA) her outpatient's appointments and that she declined the interventions of health professionals during the hospital appointments when her carers were able to assist her to attend. Miss S was referred to the safeguarding learning disability specialist (AWLDS) for support around hospital access and behaviour issues around her refusal to community access. The safeguarding learning disability nurse specialist liaised with the pre-assessment unit for Miss S to be supported by her carers to visit the pre-assessment unit and the day surgery unit for a cup of hot chocolate. The purpose of this visit was to familiarise Miss S to the hospital environment and also to reduce agitation. In the weeks following this visit, Miss S had a planned admission as a day case to the hospital and had the investigation under general anaesthetic.

Outcome

As a result of the investigation Miss S was given a different diagnosis from the previous investigation and immediate treatments and referrals to other teams were recommended post procedure. The carers of Miss S reported great improvement in her mental and physical wellbeing since the procedure and treatment.

100%
of staff at
University Hospital Lewisham
are trained in **Adult Safeguarding**



[Back to Contents](#)

Partner Organisation: NHS Lewisham Clinical Commissioning Group (CCG)

Board Members: Alison Browne, Graham Hewett & Fiona Mitchell

NHS Lewisham CCG are a statutory member of the main Safeguarding Adults Board, LSAB Executive Group and an active and integral member of the LSAB Case Review Group.

3 Key Safeguarding Achievements

- ✎ Development of a robust dashboard for measuring quality in care homes and the subsequent actions that were out in place following the audit.**
- ✎ The development of a single adults and children's safeguarding training package delivered to primary care staff in Lewisham.**
- ✎ The quality and safeguarding assurance processes for Lewisham CCG were adjusted to ensure the work of the LSAB was not repeated. This was achieved by developing a quarterly 'learning together' programme of conference style sessions including topics Domestic Violence, Hoarding and Sexual exploitation.**

3 Key Adult Safeguarding Plans 2018 - 2019

- ✎ Continue to work across the Sustainability and Transformation Partnership (STP) footprint to align safeguarding services in South East London.**
- ✎ Continue working across agencies in developing further quarterly safeguarding conferences.**
- ✎ Continue to support the priorities and work of the LSAB.**

Case Study- Development of a safeguarding and quality framework for care homes with nursing across Lewisham.

There are 30 care homes with nursing care within Lewisham and we were concerned that we had no way of assuring ourselves of the quality and safety of care people were receiving across the different organisations. We also had concerns about the previous failure of two care homes and the impact it had locally. We wanted to support care homes by providing practical help and sharing good practice.

NHS Lewisham CCG employs a Care Home Liaison Nurse who has driven this work. The dashboard was developed and each care home audited against the standards. This was then cross referenced with CQC reports, medication audits, review of training plans, policies and procedures and recent Multi Agency Safeguarding Case Conference (MASCC) cases from each care home. The Care Home Liaison Nurse then worked with each care home to help them identify where they were outliers and then gave them tools for quality improvement, as well as sharing good practice. These audits were conducted by the Care Home Liaison Nurse over a period of months. The audit questions were shaped by national guidelines from National Institute for Clinical Excellence (NICE) and the Nursing and Midwifery Council's (NMC) Code of Practice and from themes identified in MASCC and the Community Pressure Ulcer Panel. The findings were reported back to the care homes, with recommendations where needed with learning being the main objective. Going forward additional audits will be developed by the CCG, for example Infection Control and Tissue Viability. A report was prepared using the findings and this was fed back to

both the LSAB and the CCG. The Safeguarding Nurse Advisor function supports protection planning and the on-going monitoring, surveillance and support of nursing and residential homes.

This work is unique across London as other CCG's have not had such a grip on care home quality assurance or quality improvement. The investment in the Safeguarding Nurse Advisor has been instrumental in delivering this and enabling the work to grow and develop. The feedback from nursing homes has been very positive and inclusive and has strengthened their role within the community of Lewisham.

WHAT IS THE MOST COMMON TYPE OF ABUSE REPORTED?



NATIONALLY THE MOST COMMON TYPE OF ABUSE REPORTED IS NEGLIGENCE

++

Partner Organisation: South London & Maudsley NHS Foundation Trust (SLaM)

Author/Board Member: Louise Rabbitte

SLaM are an active member of the main Safeguarding Adults Board.

Three Key Adult Safeguarding Achievements 2017 - 18

- ✎ **Audits - Trust wide safeguarding adults audits were undertaken during 2017. Findings show positive results for staff awareness of safeguarding reporting & recording. An action plan was agreed to help focus on areas for improvement. Trust Safeguarding Adults training now has more of a focus on local systems including documentation and referral routes.**
- ✎ **Quality Indicators - A standard set of safeguarding adult's quality indicators was agreed with the Trusts local Clinical Commissioning Group's. There are 28 indicators, reported quarterly, broken down by clinical incident with concerns relating to alleged abuse / neglect. The indicators also include mandatory training data.**
- ✎ **Prevent & Learning Disabilities Mortality Review (LeDeR) Programme - Since 2015 the Prevent Duty has been a core part of safeguarding within the NHS, particularly within Mental Health Trusts. The Trust has standing representation at the Lewisham Channel Panel. Since April 2017, the London LeDeR programme relates to the mortality review of any deaths of people with a Learning Disability. SLAM now has an identified Consultant Psychiatrist as LeDeR Lead.**

Key Adult Safeguarding Plans for 2018 - 19

- ✎ **Business Intelligence Reports - this new data will help local operational services maintain better oversight and governance of their safeguarding work. This can then be used to help drive local quality improvement projects at ward and team level.**
- ✎ **Quality Improvement Work - relating to safeguarding activity should focus on improving local partnership systems in line with borough aligned Operations Directorates and utilising Business Intelligence Report data to help focus specific service based improvement work relating to documentation of safeguarding work and evidencing how patients preferred outcomes are met.**
- ✎ **Embedding learning & managing Action Plans from SARs - by clarifying and improving interface between Trust / Operational Serious Incident (SI) Investigation governance systems and Safeguarding. A new system has been agreed for logging / documenting serious case reviews, Safeguarding Adult Reviews & Domestic Homicide Reviews. Governance arrangements for operational oversight and monitoring of action plans are being defined. Action Plans from SAR's will be considered at Trust Serious Incident Meetings.**

Adult Safeguarding Case Study - Multi- Agency Working

Concern

That a 79 year old Lewisham resident was experiencing psychological and financial abuse by her sons. The original concern was raised by a neighbouring Acute NHS Trust then picked up by the SLAM Inpatient Team when the patient was transferred to our care.

Response

The initial response from Adult Social Care colleagues was delayed due to confusion over responsible borough & team. (The patient was admitted to hospital outside of Lewisham). The host authority then liaised with Lewisham to ensure they allocated a Social Worker to oversee the Enquiry.

Outcome

Mental Capacity Assessment for finances & affairs completed by ward Multi-Disciplinary Team. Independent Mental Capacity Advocate arranged. Safeguarding case conference held on the ward, with both host authority and Lewisham Social Worker. Ward team seeking agreed multi-agency discharge plan and have asked Adult Social Care to consider if Court Appointed Deputy may be needed.

ABUSE

It's closer than you think



In Lewisham
risk at home is the main
common location
for abuse to occur

Partner Organisation: Voluntary Action Lewisham (VAL)

Author/Board Members: Lillian Brown & Tony Nickson

VAL are an active member of the main Safeguarding Adults Board.

In September 2017 VAL was commissioned by the LSAB to co-ordinate delivery of 10 introductory level, 'Safeguarding Adults At Risk' (SAAR) training sessions for up to 150 people from Faith Based Groups across Lewisham. The programme duration was initially to be from September 2017 to the end of March 2018.

LSAB Multi-Faith Adult Safeguarding Training facilitated by Voluntary Action Lewisham



(Image courtesy of VAL, Linda Spencer, Safeguarding Trainer – LS Consultancy Ltd.)

The project approach

- ✦ A time limited 'Faith in Lewisham Panel' was set up, consisting five local faith leaders and representatives from Christian, Jewish and Muslim faith communities. Their role was to help inform the programmes approach and help promote the training to their worshippers and other faith networks.**
- ✦ VAL and the LSAB's trainer Linda worked closely together to deliver a comprehensive training programme.**

Key Achievements

- ✎ We have exceeded our target and reached 191 people through the training programme, 51 more people than the original target of 150
- ✎ 20 faith based “Safeguarding Champions” have been recruited to retain crucial links with the LSAB, share information and promote the Social Care Advice and Information Team (SCAIT) to its congregants and worshippers.
- ✎ Over 68 people attended just one in house session – the largest group yet!
- ✎ At least two queries have been made to the SCAIT by congregants since the training begun.
- ✎ A waiting list of four additional faith groups requested further in house SAAR training.
- ✎ A Certificate Ceremony allowed us to celebrate over 24 learner’s achievements.

Key Adult Safeguarding Plans 2018 – 2019

- ✎ Continue to build relationships between the Board and the wider faith and Voluntary & Community Sector (VCS).
- ✎ Support the board with organising a VCS safeguarding conference.
- ✎ Work alongside the LSAB to support the new safeguarding champions.
- ✎ Promote on-going good safeguarding practice via the VAL website.

Case Study – Attended ‘Safeguarding Adults at Risk’ training sessions 1 Dec 2017 and 3 Feb 2018.

I have never had any safeguarding training. I work with a lot of faith groups helping their choirs.

A few years ago a new couple joined our faith group. They were having problems; the husband was physically abusing his wife. Our pastor was called by the wife of the abusive husband asking our pastor to ‘pick her up as she was going to leave her husband!’ Wanting to help, the pastor headed straight to the house. On entering, the husband was there and when he realised his wife was going to leave he stabbed his wife to death in front of the pastor then cut his own throat. This awful situation affected us greatly and although that tragic situation cannot be altered I learned a lot on this course about what could have been done differently:

- ✎ Don’t rely on good intentions, we could have contacted the Multi-Agency Risk Assessment Conference (MARAC) to help put safety plans in place.
- ✎ Just to stop, wait and think and speak to someone before rushing in.
- ✎ I learned that around 76% of women who leave an abusive partner is murdered within the first year of leaving.
- ✎ We could have spoken to SCAIT and got advice.
- ✎ We could have simply called the Police if we thought about the danger / vulnerable position of the woman.

Partner Agency: Safer Lewisham Partnership (SLP)

Board Member: Geeta Subramaniam-Mooney

Safer Lewisham Partnership are an active member of the main Safeguarding Adults Board.

Safer Lewisham Partnership along with the community set just one focus for 2017 - 2018 and that was to target violent offences leading to the production of a violence reduction strategy for the borough. This focus met with the Mayor's Office for Policing and Crime (MOPAC) Crime Plan of Risk, Harm and Vulnerability.

Key Achievements of Safer Lewisham Partnership Violence Reduction Strategy 2017 - 2018

The SLP identified three strands of focus to their violence reduction strategy

✎ Gender Based Violence

A detailed analysis has been undertaken on all 8 strands of the Violence Against Women and Girls (VAWG) agenda alongside a detailed deep dive into Domestic Abuse in 2017 - 2018. The results from the analysis highlighted that 4 out of 10 incidents related to male victims with psychological and violent incidents were predominantly within family relationships not intimate relationships.

✎ All other Violence

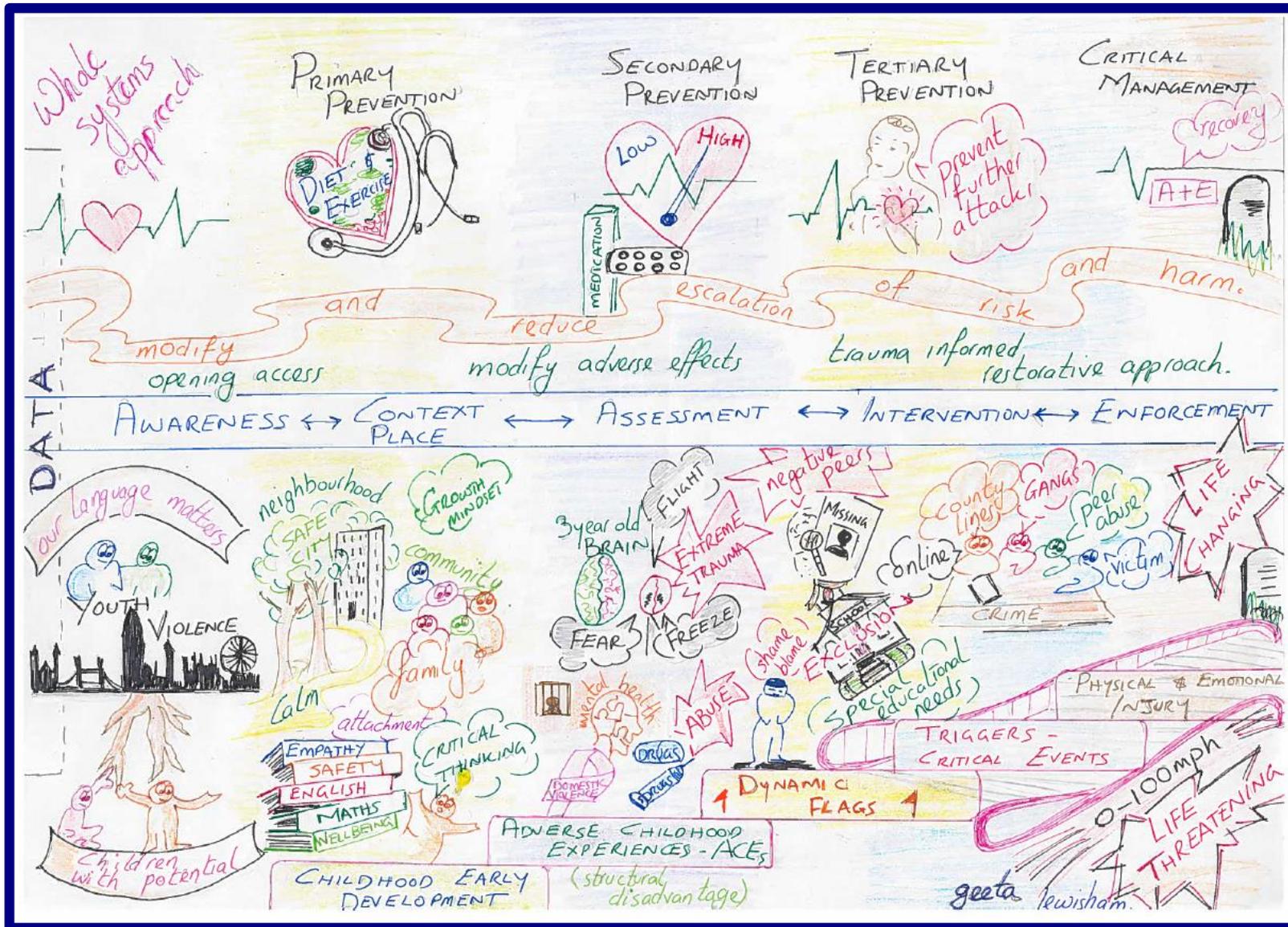
Knife crime for under 25 year olds has seen a 2% reduction which suggests the SLP approach adopted to tackle serious youth violence is having an impact.

✎ Peer on Peer Abuse / Violence

This was a specific focus in 2017 - 2018 with greater understanding of the drivers including Trafficking of Children to deal drugs and of exploitation both sexual and emotional. Considering these aspects together linking Missing, Exploitation, Trafficking & Serious Violence including Drug Dealing has enabled an approach focusing on safeguarding, Risk, Harm and Vulnerability. The issues relating to drug dealing in and out of London has been a significant driver of violence and harm to young people. With clear multi-agency grip, support and proactive approaches there is evidence of shift in these issues.

[Back to Contents](#)

Whole Systems Approach to Youth Violence - Lewisham



3 Key Plans for 2018 - 19

Safer Lewisham Partnership is adopting an approach that challenges and ensures that issues are not normalised asking difficult questions to tackle the hardest issues.

During 2018-2019 the partnership will seek to answer 3 “Big Questions”:

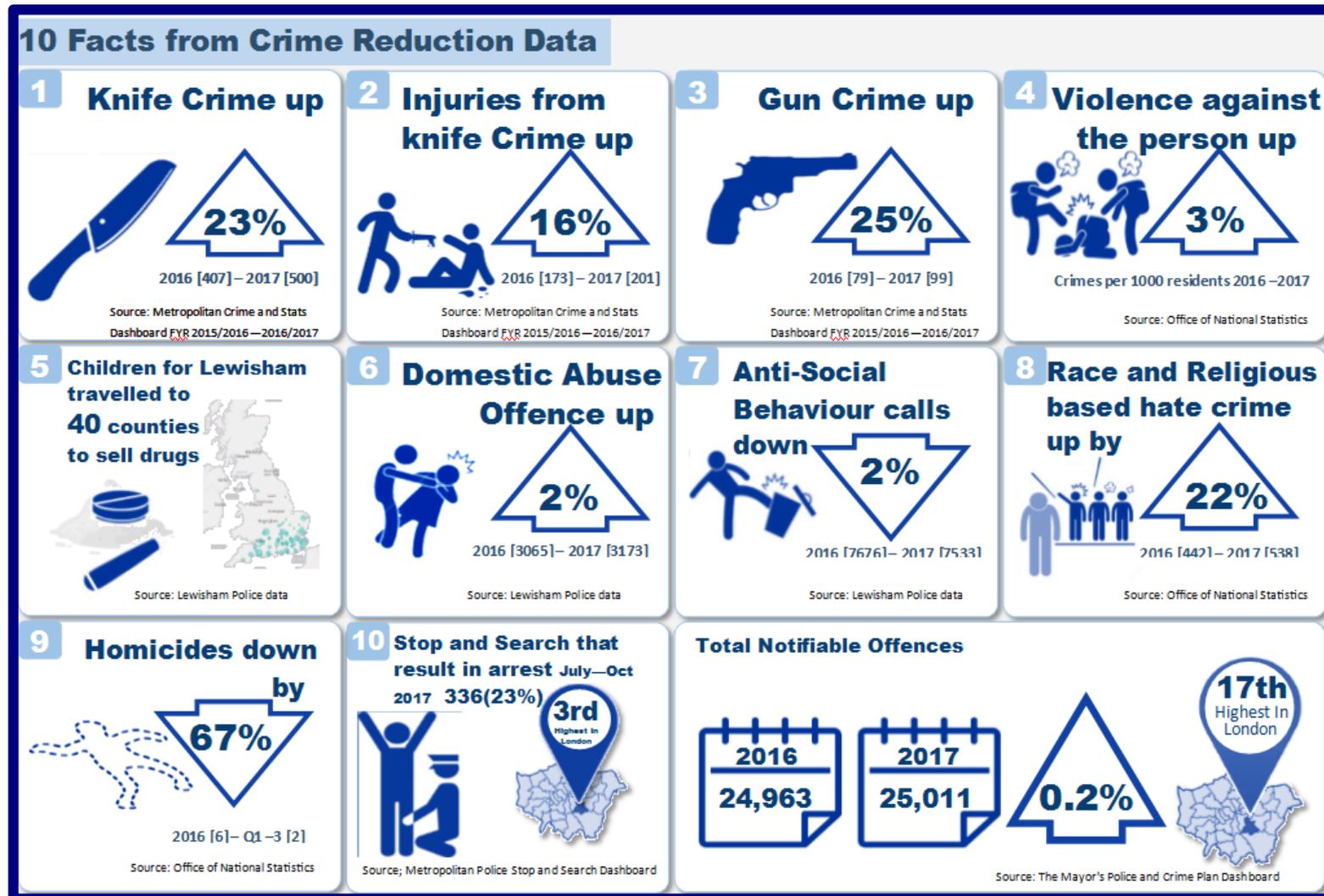
- 1. How do we have less violence in our society?**
- 2. How do we shape a safer place and space?**
- 3. How do we understand and ensure negative bias is reflected upon and protected against?**

Further information on [A Safe Lewisham - A plan for 18-19](#)

[Back to Contents](#)

10 Key Facts – A Snapshot

The total notifiable offences has remained relatively static. Indicators linked to violence continue to be of concern for Lewisham and across London.



[Back to Contents](#)

Partner Agency: National Probation Service – Lewisham and Southwark

Board Member: Becky Canning

National Probation Service – Lewisham and Southwark are an active member of the main LSAB Safeguarding Adults Board.

The National Probation Service (NPS) is responsible for the following areas of work:

- ✎ Advice to the Judiciary with regard to Sentencing and Parole decisions.**
- ✎ The management of High Risk Sexual and Violent Offenders.**
- ✎ Approved Premises.**
- ✎ Victim Contact Service.**
- ✎ Foreign National Offenders.**

The National Probation Service is divided into six regions and Wales. NPS London is divided into 12 Local Delivery Units, each covering 2-3 London Boroughs. NPS Lewisham and Southwark is one of those clusters. In Lewisham the NPS currently manages approximately 800 cases, two thirds of whom are in custody and a third in the community.

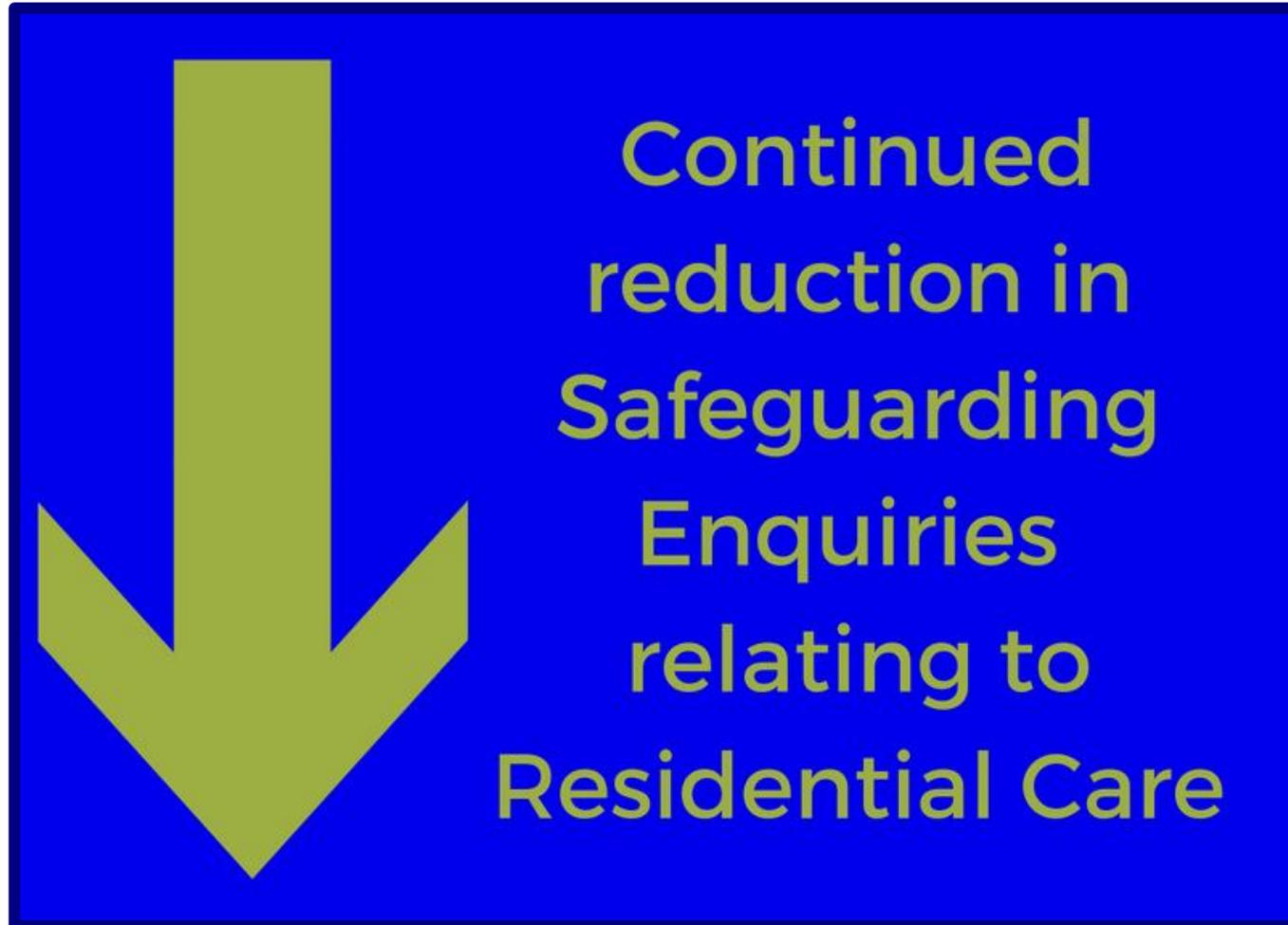
NPS is committed to Safeguarding Adults and it contributes to protecting people at risk by undertaking the following:

- ✎ All service users have a thorough assessment after they have been sentenced whether in custody or in the community. This assessment (OASys) provides a holistic picture of risks and the needs presented by each individual. Offenders may themselves be at risk; for example they may have learning difficulties or mental illness. They may also pose a risk to other at risk adults. Once the risk and needs are assessed, risk management and sentence plans are developed to address the issues identified in the assessment.**
- ✎ Multi-agency partnership working. NPS contributes to a range of Multi-Agency structures including Multi-Agency Public Protection Arrangements (MAPPA), Multi-Agency Risk Assessment Conference (MARAC), Care Plan Approach and other case conferences. The aim is to share information and ensure holistic management of an offender and that risk to others is minimised.**
- ✎ Senior Management participation in strategic boards including Lewisham Safeguarding Adults Board.**
- ✎ All NPS Staff, including administrative staff, are required to undertake basic Adult Safeguarding training in the form of an e-learning module. All practitioners are required to undertake more advanced Adult Safeguarding training in the form of face to face training. A new system is currently under development and in the future it will be possible to provide assurances that all staff have completed the required training.**

[Back to Contents](#)

Key Adult Safeguarding Plans 2018 – 2019

- ✦ Develop Service User Engagement to ensure that their voices are heard and they help us to shape future services.
- ✦ Continue to improve the service we deliver with the aim of preventing victims by changing lives and therefore making our community safer.



[Back to Contents](#)

Partner Agency: Metropolitan Police Service (MPS) - Lewisham
Board Member: Andy Furphy

MPS – Lewisham, are a statutory member of the LSAB main Safeguarding Adult Board, LSAB Executive Group and an active and integral member of the LSAB Case Review Group.

Key Adult Safeguarding Plans 2018 - 19

The Mayor's Office for Police and Crime Plan 2017-2021 set the priorities as:

- ✎ Violence against Women & Girls,**
- ✎ Keeping children & young people safe; &**
- ✎ Standing together against hatred, intolerance & extremism.**

Adult Safeguarding Case Studies

Concern

Victim suffered demeaning abuse & was controlled constantly by their intimate partner. There was also an allegation of rape.

Response

The Officer assigned to lead the case met with victim in another borough & obtained a comprehensive statement.

In collaboration with the Sapphire Unit (whose primary role is the investigation of rapes & other serious sexual violence), a refuge placement was sought & victim was assigned a specialist support worker.

The suspect was arrested & assessment of evidence was undertaken. The Sapphire Unit gave an early indication that they were unlikely to progress the case in relation to the sexual offence allegation. The Officer assigned to the case continued to work with the Crown Prosecution Service (CPS) to charge the suspect with the offence of controlling or coercive behaviour in an intimate or family relationship under Section 76 of the Serious Crime Act 2015.

Outcome

- ✎ Victim is safe.**
- ✎ The Suspect cannot contact the Victim & does not know where the Victim now resides.**
- ✎ Victim is working with a specialist support worker.**

✎ Officer assigned to the case awaits a charging decision from the CPS.

Concern

Members of the public reported to police that they had witnessed a female being forced by two men into a car which had then driven off. The witnesses could provide only a partial number plate.

Later that day Suspect 2 had contacted the Missing Persons Unit to report that his missing female relative (reported by Suspect 2 earlier that day) had been located & was now at the family home.

Response

A link between the two incidents was identified following enquiries that established the female reported as being bundled into a car was in fact the missing female relative.

Police attended the family home & found the female relative in a bedroom. Two of the victim's male relatives Suspect 1 & Suspect 2 who were also at the address & matched the description provided by witnesses. Suspects 1 & 2 were subsequently arrested for kidnap.

Initially, the victim provided a statement to police but later withdrew this. Police however, in association with the Crown Prosecution Service (CPS) continued with a victimless prosecution.

Following both suspects being remanded in custody, police in conjunction with H.M. Prison Service monitored both suspects telephones where it became very apparent they planned to harm the female relative when they were released. The suspects were also attempting to coerce other members of the family into persuading the victim not to attend court.

Outcome

The victim was placed in a refuge outside of London. Arrangements were made to collect the victim each day to accompany her to court. The victim being supported to attend court meant that both suspects plead guilty & await sentencing.

[Back to Contents](#)

Partner Agency: London Fire Brigade Lewisham (LFB) - Lewisham
Board Member: Martin Corbett

London Fire Brigade Lewisham (LFB) Lewisham are an active member of the main Safeguarding Adults Board & LSAB Executive Group.

Key Adult Safeguarding Achievements 2017 - 2018

- ✎ **Hoarding has been the leading concern resulting in a safeguarding referral. 57 concerns were raised, 35 (61%) involved hoarding, either as the only cause of concern or combined with other concerns such as mental health, limited mobility & poor living conditions. 12 (21%) of the concerns raised were related to mental health. LFB statistics show that those aged 60+ are at most risk. 20 of the 49 safeguarding concerns raised involved individuals in this age group.**
- ✎ **LFB Lewisham completed 2034 Home Fire Safety Visits (HFSV) from April 2017 to March 2018. 89% of these were for those most at risk in the borough, those with a higher risk of fire, less able to escape or respond to a fire/alarm (someone who smokes, has limited mobility or lives alone).**
- ✎ **Worked in partnership with the Safe And Independent Living Project. This new co-ordination initiative has improved the multi-agency response in the borough.**

Key Adult Safeguarding Plans 2018 – 2019

- ✎ **Continue to refer all safeguarding concerns. – Implementation of the LSAB Self-Neglect & Hoarding Strategy will enable an improved multi-agency response.**
- ✎ **Explore the use of New Cross Fire Station's free space as a community facility for our partners to use the space to launch a hoarding support group. - It is planned that this innovative community intervention will help to identify those that hoard in Lewisham. The support group will provide counselling & support to these individuals to reduce risk.**
- ✎ **Continue to encourage HFSV referrals from partners who come into contact with adults at risk in Lewisham.**
- ✎ **Promote specialist interventions to professionals i.e. smoke alarms for those with a hearing or sight impairment, arson letterboxes for potential victims of crime, flame retardant bedding, throws or nightwear for those identified as at higher risk of accidental fire in their home.**
- ✎ **Target identified at risk groups such as victims of domestic abuse, those with a memory problem and hoarders.**
- ✎ **Lewisham Firefighters will undertake training in partnership with the Violence against Women & Girls Forum and Alzheimer's Society - Dementia Friends.**

[Back to Contents](#)

**Partner Agency: London Ambulance Service (LAS) NHS Trust
Board Member: Phillip Powell**

Pan-London Adult Safeguarding Statement 2017 - 2018

2017 - 2018 has been another busy year for the London Ambulance Service NHS Trust. We have seen an increase in incidents and an increase in Safeguarding Concerns raised by our staff. Safeguarding continues to be a priority for the Trust and we have this year recruited a full time administrator to assist with the increased workload.

During the year we have introduced two new policies Safeguarding Supervision and Chaperone Policy. We continue to provide annual safeguarding training to clinical staff which this year was delivered via e learning and reflected learning from Safeguarding Adult Reviews, Serious Case Reviews or audits undertaken.

The Trust has undertaken a number of quality audits throughout the year these include:

- ✎ Auditing knowledge and retention of staff learning**
- ✎ Quality of concerns/referrals raised**
- ✎ Quality of training delivery**
- ✎ Modern slavery referrals**
- ✎ Child sexual abuse and child sexual exploitation**
- ✎ Adult sexual abuse**
- ✎ Child female genital mutilation**

[Back to Contents](#)

**University Hospital Lewisham
completed**



**Deprivation of Liberty Safeguards
Applications**

[Back to Contents](#)

Partner Agency: Lewisham Safeguarding Children's Board
Board Members: Nicky Pace & Adé Solarin

Lewisham Safeguarding Children's Board & Lewisham Safeguarding Adults Board work together to look at safeguarding which involves both adults and children.

The Independent Chairs of both boards meet regularly to inform priorities for this area of work.

Find out more about the work of Lewisham Safeguarding Children's Board on their [website](#).

[Back to Contents](#)