



# Shropshire Partners in Care

*Supporting social care providers in Shropshire, Telford & Wrekin*

## Safeguarding Adults Forum

### April 2019



Keeping Adults Safe  
in Shropshire  
Board

Telford & Wrekin  
**Safeguarding**  
**Adults Board**



**NHS**  
Telford and Wrekin  
Clinical Commissioning Group



Telford & Wrekin  
COUNCIL

**NHS**  
Shropshire  
Clinical Commissioning Group



# **Agenda**

**Introduction** (*Karen Littleford*)

**Financial abuse – Fraud Awareness**  
(*Simon Peleszok, TSB Bank Manager*)

**Monitoring and Supporting Waking Night Staff**  
(*Karen Littleford, Shropshire Partners in Care*)

**Update on the Liberty Protection Safeguards**  
(*Marion Kelly, Shropshire Partners in Care*)

**Supporting Employees Who Are Experiencing Domestic Abuse**  
(*Karen Littleford, Shropshire Partners in Care*)

**Shared Learning**  
(*Kathy George, Named Nurse, Adult Safeguarding, Prevent Lead, Mental Capacity Act Lead Telford and Wrekin CCG*)

**Forum Meeting Evaluation**

**The purpose of the Safeguarding Adults Forum** is to promote awareness of good practice concerning safeguarding adults, including the application of the Mental Capacity Act, the Deprivation of Liberty Safeguards and the Prevent agenda  
(SA Forum ToR, 2018)

# Forum Questions

**Karen Littleford, Shropshire  
Partners in Care**

**[klittleford@spic.co.uk](mailto:klittleford@spic.co.uk)**

**01743 860011**

# Fraud Awareness

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**Simon Peleszok, Bank Manager &  
Community Ambassador**



# Fraud Awareness

<https://www.youtube.com/watch?v=XWv-wXJGA20>



At the moment, customers only receive a refund for fraud losses in certain circumstances. Our new Guarantee, from 14 April 2019, means we'll refund any loss that our customers suffer from their account, as a result of third-party fraud. For example, we previously wouldn't have refunded victims of safe account scams, unless they were vulnerable.

This is when a fraudster calls claiming to be from our fraud team and tells customers their account's been compromised. They're then asked to transfer their money to a new safe account – which is the fraudster's account. The customer then ignores our warnings on screen and completes the transfer.





## What are the impacts on the victims of fraud?

**Financial:** cases are reviewed on an individual basis and not everyone will receive a refund.

**Psychological:** The psychological effects on people can be severe and debilitating. They include stress, anger, loss of self esteem, shame and upset. The personal impact on them and their families is often devastating.

**Embarrassment:** Research also shows that victims don't always report the crime. Some claim that it was not worth taking action. Others are too embarrassed to take action. Often a victim can't admit to themselves that they have been the victim of a scam.

## Who are behind these frauds?



**Fraud is being driven by organised crime gangs who are ruthless and make millions of pounds. This funds the illegal drug trade, terrorism and human trafficking.**

**Sometimes fraud attempts can come from people we know and trust, or think we know. For example, someone claiming to be from the Police or a bank.**



**Banks and other financial institutions have very good systems in place to detect fraud. They invest millions of pounds in these.**

**In 2017 banks and card companies helped prevent £1.46 billion\* of attempted fraud.**

**So how do they protect your accounts and money?**

- **Various fraud detection and profiling systems**
- **Secure online banking / identification of customers**

**This makes it very difficult for fraudsters to impersonate you or hack into the bank's systems to perform transactions.**



So does this mean  
that fraud attempts and  
losses are on the decrease?

**No!**

## Why is this?

Fraudsters constantly adapt and will always look to identify areas they can exploit or target.

## Did you know?\*

More than 1.9 million incidents of financial fraud occurred in 2017.

That's a fraud every 16 seconds.

£968 million was lost to financial fraud in 2017. In almost one in four of these cases, the transaction was authorised by the customer.

**What is it?**

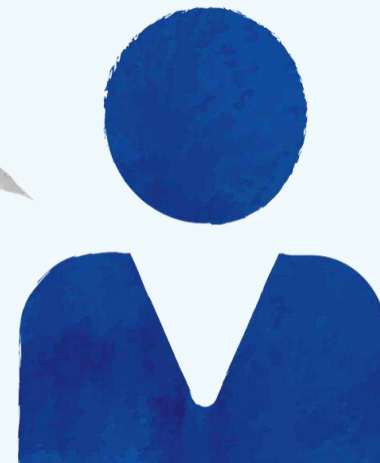
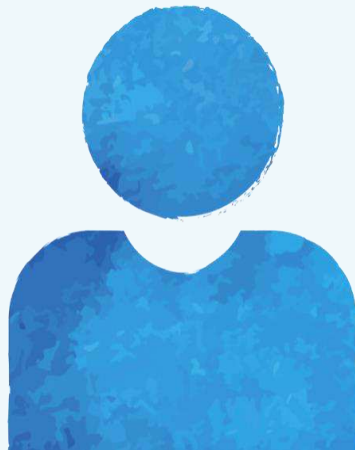
**Why is this a favourite  
with fraudsters?**

**How is it done?**

**Where does it happen?**

**Who do they target?**

**Why do people get  
themselves tricked?**





This fraud can be attempted in a variety of ways. However these are the main examples we see:

- **Fraudsters posing as police officers or bank staff**  
[Brenda's story](#) / [George's story](#) / [Jack & Beanstalk](#) / [Devil](#)
- **Rogue traders**
- **Investment scams**  
[Derek's story](#) / [Richard's story](#) / [Cold call](#)
- **Fraudsters posing as representatives of service providers** [Emperor](#) / [Computer support scam](#)
- **Online scams**  
[Anita's story](#) / [Ali's story](#) / [Nikki's story](#) / [Data to go](#)
- **Lottery / HMRC / Insurance policy scams**
- **Romance scams**

**What are they?**

**Why is this a favourite  
with fraudsters?**

**How is it done?**

**Who do they target?**

**Why do people get  
themselves tricked?**

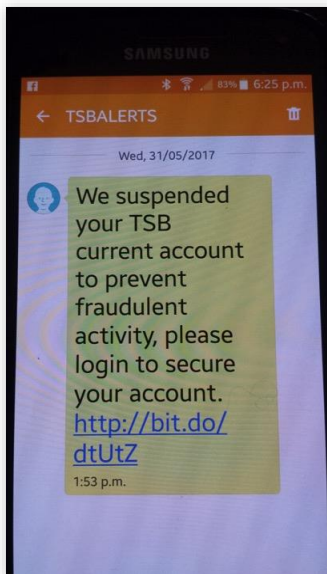
**What are the consequences  
of being a mule?**



**Case Studies:**

[Josh's story](#) / [FFA UK Mules Video](#)

# Fraudulent texts



**Your bank would never send you a request asking you to login to your account via a link on a text message.**

**This text is impersonating HMRC. They would not send you a message asking you to click on a link to obtain your details. Or even offer a refund this way.**







**Any of these instructions is a fraudulent approach.**

## **Your bank or the Police will never:**

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- Phone to ask for your 4-digit card PIN or online banking password
- Ask you to purchase goods using your card and then hand the goods over for safe-keeping
- Ask anyone to transfer money into a "safe" account
- Ask anyone to withdraw money to hand over for safe-keeping
- Send someone to your home to collect cash, PIN, card or cheque book



# How to spot fraud – protect yourself

## Unexpected phone call, email or text?



- Stop and think about what you are being asked to do
- If it sounds too good to be true – it probably is!
- Reject cold callers
- Never give full security information or bank account details to an unexpected caller / e-mail / text message
- Don't allow someone who calls you unexpectedly to access or install software on your computer
- Always call back the bank or institution on a number you know is right (not the number given by the caller). And use a different phone if you can.



# How to spot fraud – protect yourself (cont'd)



- Always check your bank statements
- Be aware when replacement cards are due
- Sign up for text reminders on your account. For example they can alert you when your cheque book is to be replaced
- When you use your cards in cash machines and shops, be careful and protect your PIN – beware of ‘Shoulder Surfers’
- Never ever disclose your One-Time Passwords or other passwords – even if a member of staff asks for them. Treat it like your PIN
- Seek impartial advice from a financial adviser before you make an investment
- As well as reviewing your own bank’s Fraud Prevention site, there are two great industry sites (Take five - to stop fraud and FCA ScamSmart) also available.



# How to spot fraud – protect yourself (Money Mules)



- No legitimate organisation will ever ask to use your bank account to transfer money. Don't accept any job offers that ask you to do this.
- Be especially wary of job offers from people or companies overseas as it will be harder for you to find out if they really are legitimate.
- Research any company that makes you a job offer. Check that their contact details are correct and that they are registered in the UK. An employer without a landline is another sign.
- Remember, that just because an organisation has advertised through a recruitment firm, it does not mean its legitimate.
- Be very cautious of an unsolicited offer to make easy money. Remember, if it seems to good too be true, then it's probably not true.
- Never give your financial details to someone you don't know or trust.
- Be wary of poorly written adverts containing bad English, spelling mistakes or grammatical errors.



# How do bank staff protect customers



- Banking protocol scheme
- Vulnerable customers flag and new support tool for partners
- Staff training and sharing of knowledge and fraud examples
- Talk to communities and do fraud talks
- Vulnerable customer training and new TSB vulnerable customers team
- Financial abuse training linked to the financial Abuse Code TSB signed up to in 2019



## Tailored Support could be presented to a Customer – 1.6 million customer potentially

FCA categories of vulnerability	Physical disability	Cognitive disorders	Physical health	Mental health	Life event	Financial resilience	Financial capability
<b>Examples</b>	Temporary or permanent impact on a person's physical capacity and/or mobility (including hearing impairment/ visual impairment/ wheel chair use etc...)	<ul style="list-style-type: none"> <li>• Dementia</li> <li>• Developmental disorders</li> <li>• Motor skill disorders</li> <li>• Amnesia</li> <li>• Substance-induced cognitive impairment</li> </ul>	<ul style="list-style-type: none"> <li>• Critical illnesses/ diseases (Cancer/MS / Heart conditions Parkinson's etc...)</li> </ul>	<ul style="list-style-type: none"> <li>• Anxiety disorders</li> <li>• Mood disorders</li> <li>• Schizophrenia and psychotic disorders</li> <li>• Dementia</li> <li>• Eating disorders</li> </ul>	<ul style="list-style-type: none"> <li>• Marriage, Divorce, Changing or losing a job</li> <li>• Moving house</li> <li>• Starting Uni</li> <li>• Bereavement</li> </ul>	<ul style="list-style-type: none"> <li>• Withstanding impact on income and/or assets</li> </ul>	<ul style="list-style-type: none"> <li>• Skills and knowledge</li> <li>• Attitudes towards money</li> <li>• Motivation to take action</li> <li>• Accessibility of financial services</li> </ul>
<b>Our interpretation of the customer need</b>	<b>Ease of Access</b>	<b>Support Interaction &amp; Communication</b>	<b>Physical Wellbeing</b>	<b>Mental Wellbeing</b>	<b>Life Event/ Business Event</b>	<b>Managing Finances</b>	<b>Understanding Finances</b>

**We want to consider the customer need, and how we can support that need, instead of focusing purely on the vulnerability**

# Take Five To Stop Fraud campaign



Take Five is an industry wide initiative which is supported by banks, the UK payments industry, law enforcement agencies and others.



**TO STOP FRAUD™**

# Anti-fraud declaration



## Things to consider...

- Make sure you speak to your bank if you have any concerns
- Each bank will have their own policy over the refund of money if you have been a victim of fraud
- Be mindful that some banks may not offer a refund if you have received repeated warnings about the wisdom of the transaction you are undertaking.

**IMPORTANT INFORMATION FOR ALL UK BANK CUSTOMERS**

Fraudsters are increasingly targeting consumers over the telephone, posing as bank staff, police officers and other officials or companies in a position of trust. Often the fraudster will claim there has been fraud on your account and that you need to take action.

**Your bank or the police will never:**

- Phone you to ask for your 4-digit card PIN or your online banking password, even by tapping them into the telephone keypad.
- Ask you to withdraw money to hand over to them for safe-keeping.
- Ask you to transfer money to a new account for fraud reasons, even if they say it is in your name.
- Send someone to your home to collect your cash, PIN, payment card or cheque book if you are a victim of fraud.
- Ask you to purchase goods using your card and then hand them over for safe-keeping.

If you are given any of these instructions, it is a fraudulent approach. Hang up, wait five minutes to clear the line, or where possible use a different phone line, then call your bank or card issuer on their advertised number to report the fraud.

If you don't have another telephone to use, call someone you know first to make sure the telephone line is free.

Your bank will also never ask you to check the number showing on your telephone display matches their registered telephone number. The display cannot be trusted, as the number showing can be altered by the caller.

**FFA**  
Financial Fraud Action UK  
Working together to prevent fraud

[www.financialfraudaction.org.uk](http://www.financialfraudaction.org.uk)



# Ten tips to protect yourself from fraud.



1



## Take your time

Always stop and think about what you are being asked to do. Take your time and don't let anyone rush you – genuine advisors will never be pushy. We will always give you time to think.

2



## Reality Check

Ask yourself 'would my bank or the police really ask me to do that?'  
If in any doubt, call your bank on the number on your card and ask for the fraud team, they will be happy to help.

3



## Keep your account to yourself

People who get access to your computer, laptop, tablet or phone could access your accounts. If someone contacts you out of the blue and asks to access your computer remotely, they could be a fraudster.

4



## Scam accounts

Some fraudsters might scare you and tell you to send your money to a 'safe account' or a 'police account'. Your bank would never ask you to do this – these kinds of accounts are always scams.

5



## If in doubt, call them back

Appearances can be deceptive. If you have any concerns, put the phone down and call the organisation back on the number listed on their website or, if it's your bank, use the number on the back of your card.

6



## If it sounds too good to be true...

...it probably is. Incredible returns, guaranteed riches, low risks, something for nothing? Fraudsters like to tempt you. If it seems like easy money, be sure to check the fine print.

7



## Ask an expert

Make sure you seek independent or impartial advice before making any kind of investment. Your bank will always be happy to help you spot a potential scam – so just ask.

8



## Speak friends or family first

Telling someone else about any plans or proposals will help you think things through. Those closest to you have your best interests at heart. If they have concerns, you may want to reconsider.

9



## If in doubt

Whatever your concerns, however small, simply call the number on the back of your bank card and ask to speak to the fraud team. They will be able to help you and give you advice.

10



## Stay safe online

When paying online, look for the padlock security symbol in the address bar. This means the site is secure and your payment is protected. If you use sites like eBay, never make payments outside of their process.

Please share these messages with as many people as you can.

If you have any questions, call your bank, they will be more than happy to help.



Take a copy of our new pocket-size Ten tips leaflet on how to protect yourself from fraud.



Thank you to the following for use of their videos:

- FFA UK / UK Finance
- FCA
- Out of your hands
- Get safe online
- Action Fraud
- Cifas

# Monitoring and Supporting Waking Night Staff



**Karen Littleford**

**Safeguarding Adults Lead, Shropshire Partners in Care**

# Which Services Manage Waking Night Staff?

Whether you are managing care homes, nursing homes or domiciliary services you may be managing staff working over night.

This is a new area for some domiciliary services.



# Research

**“Although night-time care forms a significant part of care home provision, little research has focused on this. Night staff are a vulnerable group, receiving less training, supervision and support than day staff, but with high levels of responsibility” (Kerr et al, 2008)**

# Culture and Experiences

**“Night time in care homes is a time of withdrawal from the outside – unlike the day time when the outside world comes in. Night staff are less well-trained and less managed and supervised. They can feel isolated and experience high levels of anxiety – such as what would happen if there was a fire or if someone needed medical attention”**

(Kerr et al, 2008)

# Night Time Care Issues

- Risk
- Checking
- Dementia care
- Pain management
- Nutrition and hydration
- Contenance
- End of life care
- Medication
- Staff handovers
- Environmental and noise levels

(Care Quality Commission, 2009)

The role of regulatory bodies in night-time care inspection

The role of managers in supervising and monitoring night-time care

Causes of distress and sleep disturbance amongst residents

## Considerations....

The need to reduce the number of checks that occurs throughout the night

The training of night staff in areas such as dementia awareness and the management of continence

Guidance on appropriate noise and light levels

Strategies for developing more person-centred care at night



# The Hazards of Waking Nights....

**Restlessness**

**Sleepiness on  
the job**

**Fatigue**

**Decreased  
attention**

***Disruption of the  
body's metabolic  
process***

**Those effects extend  
beyond the workers  
themselves to the adults  
your organisation  
supports and your  
reputation!**

# The Hazards of Waking Nights....



# Research Findings

The role of regulatory bodies in night-time care inspection; *not routinely inspected, inspected when complaints or concerns raised*

The role of managers in supervising and monitoring night-time care; *managers were insufficiently involved in night time supervision and practice*

The training of night staff in areas such as dementia awareness and the management of continence; *night staff received less training than day staff and less focused on night care issues*

(Kerr et al, 2008)

# Research Findings

"**Management** had **little involvement** with night staff. This resulted in **night staff self-managing**, and often **implementing inappropriate practices**".

"Increased involvement of the managers during the action research stage reduced staff **feelings of isolation** and of being **undervalued**. Night-time key worker systems enabled staff to: become more individually responsible for residents; to carry out night-time risk assessments; and to develop a more individualised approach to care, including the frequency of checking".

"Staffing levels and the use of agency and bank staff - **low staffing ratios at night** resulted in a frequent, and in some cases **routine, use of agency and bank staff**. While this was necessary to meet staffing levels required for care needs, it proved to be **a burden for the regular night staff**, who had to instruct and supervise agency staff in addition to their own duties. The use of a regular bank of staff could avoid this, but it was difficult to achieve...."

# Considerations for Management

- ✓ Does the registered manager or competent individual with designated responsibility regularly spend some time in the home after 11.00pm to observe care practice?
- ✓ Is supervision of night staff undertaken by the registered manager or clearly delegated individuals who have a management role?
- ✓ Does the registered manager have a clear strategy for checking recommended night staff practices are in place?
- ✓ Do policies and procedures specifically identify and address night time care issues

# Recommendations for Management

- ✓ Implement regular communication and support strategies between manager and night-time care staff.
- ✓ Ensure that environmental concerns within the care home setting are addressed and where appropriate relevant technology is used – for example, guidance around noise, light, safety and silent call systems.
- ✓ Put systems in place so that night staff have all the equipment, technology and facilities required to provide good night-time care.
- ✓ Monitor staff training requirements, and ensure appropriate times and conditions for such training is provided.
- ✓ Keep the use of agency and bank staff to a minimum; where possible, staff with a familiarity of the care setting should be used

(Kerr et al, 2008)

# What Do You Do to...

- ✓ Monitor waking night staff?
- ✓ Ensure waking night staff feel valued as part of the team?
- ✓ Enable staff to access supervision?
- ✓ Ensure night staff can access training (not after doing a waking night....)?
- ✓ Enable waking night staff to access team meetings?

# Tips for Success from SPiC Members

Clear policy on breaks and appropriate space to have breaks

Managers being visible on nights, they should do night shifts too

Supervision, appraisal and coaching on nights is just as needed

A clear crisis/protocol to follow

Easy access to food and drink

A clear lone working policy

Keep staff busy - time bound tasks so that the night has structure and objectives (whilst making sure staff can and do interact with adults using the service)

**Strong leadership on nights**



# Tips for Success from SPiC Members

Giving waking  
night staff time  
off to attend  
training

Annual  
development  
reviews  
(previously called  
appraisal)

Support and  
development plan  
meetings  
(monthly)(previously  
called supervision)

Regular supervisions  
Manager going in  
early or late to  
support/supervise

Managers going  
in early or staying  
late

Monitoring of  
work through  
records kept and  
tasks completed

Unannounced  
spot checks

# Waking Night Staff - References

Care Quality Commission (2009) *Night time care prompts*. London: CQC.

[http://webarchive.nationalarchives.gov.uk/20100303171149/http://www.cqc.org.uk/guidanceforprofessionals/socialcare/careproviders/guidance.cfm?widCall1=customWidgets.content\\_view\\_1&cit\\_id=34772](http://webarchive.nationalarchives.gov.uk/20100303171149/http://www.cqc.org.uk/guidanceforprofessionals/socialcare/careproviders/guidance.cfm?widCall1=customWidgets.content_view_1&cit_id=34772)

Kerr, D., Wilkinson, H. and Cunningham, C. (2008) *Supporting older people in care homes at night*. York: Joseph Rowntree Foundation.  
<https://www.jrf.org.uk/report/supporting-older-people-care-homes-night>

Price, M (2012) *The risks of night work*. Monitor on Psychology, Vol 42, No. 1. <http://www.apa.org/monitor/2011/01/night-work.aspx>



# Shropshire Partners in Care

*Supporting social care providers in Shropshire, Telford & Wrekin*

## Liberty Protection Safeguards



Marion Kelly, Shropshire Partners in Care



# What just happened?

- The bill has passed through commons and the lords have also approved it.



“Much criticised legislation was substantially amended during parliamentary passage, but concerns remain over level of safeguards for detained people as it passes into law”. \*

- The Bill awaits Royal Assent –
  - There is no set time period between the conclusion of consideration of amendments/ping pong and royal assent

\* DoLS replacement bill approved by Parliament with Liberty Protection Safeguards due to come into force in 2020 by [Luke Haynes](#) on April 26, 2019 in [Adults](#) -

Code of Practice:

Consultation process will take place when the draft is available

Training:

Training will be offered for members once the consultation etc. takes place

The latest Liberty Protection Safeguards Factsheets are [here](#)



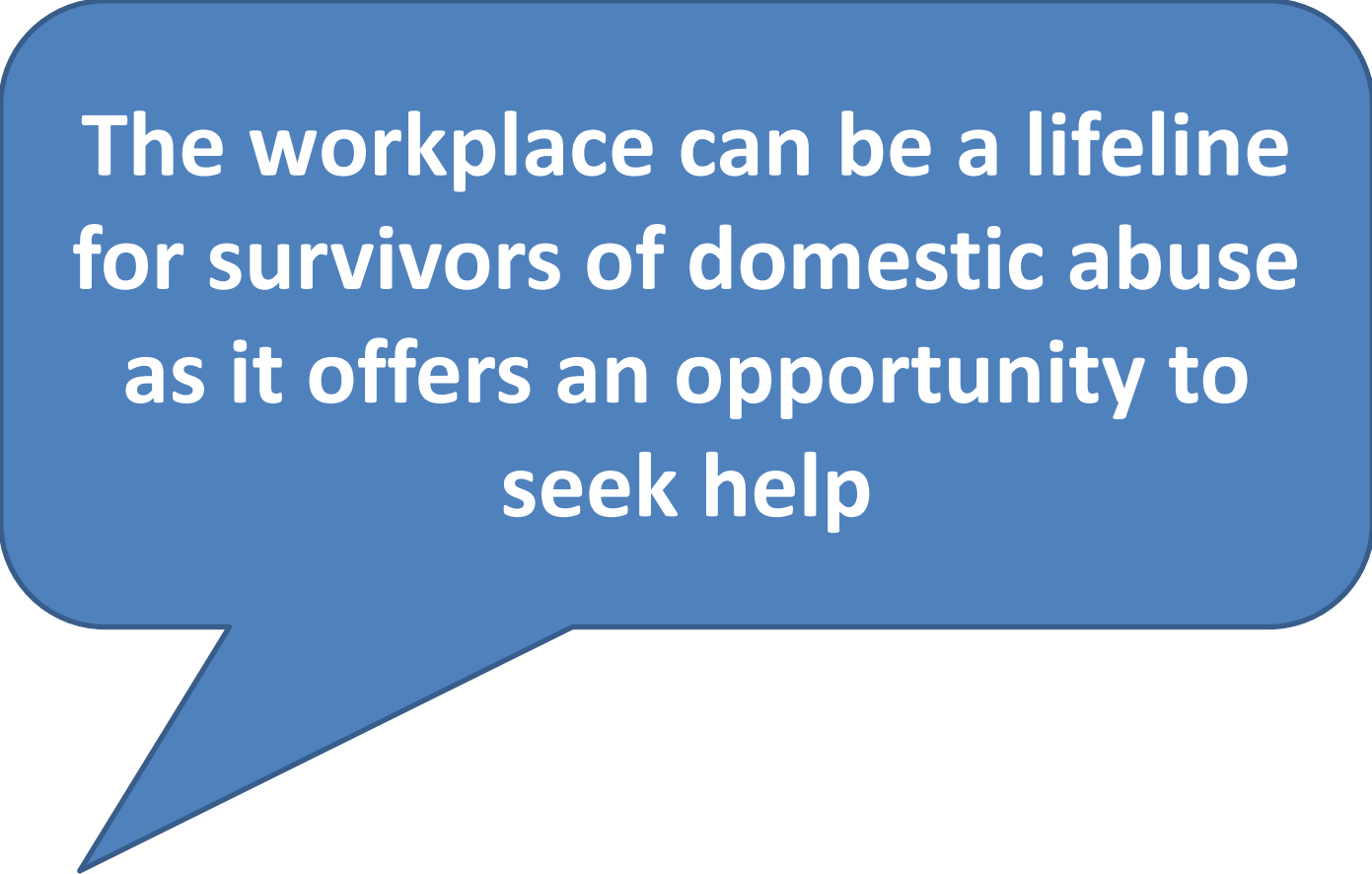
# **Supporting Employees Who Are Experiencing Domestic Abuse**

Karen Littleford, Shropshire Partners in Care

# Why Do Employers Need to be Concerned about Domestic Abuse and Employees?

This is 'safeguarding' in its wider context, by supporting our employees we comply with health and safety requirements and give a clear message that we have a zero tolerance of domestic abuse, whoever is experiencing it.





**The workplace can be a lifeline  
for survivors of domestic abuse  
as it offers an opportunity to  
seek help**

# Why Should Employers Be Concerned?

## A duty of care

**All employers have a duty of care and health and safety laws ensure workers have the right to work in a safe environment where risks to health and well-being are considered and dealt with efficiently.**

# There are four main areas of health and safety law relevant to violence at work:

**Health and Safety  
at Work Act 1974**

**Reporting of  
Injuries, Diseases  
and Dangerous  
Occurrences  
Regulations 1995**

**Health and Safety  
(Consultation with  
Employees)  
Regulations 1996**

**Management of  
Health and Safety at  
Work Regulations  
1992**

**An effective workplace policy on domestic abuse can ensure that employers are complying with these laws.**

# Domestic Abuse a Workplace Issue

**Raft of evidence documenting negative impacts of domestic violence & abuse can have in the workplace.**

**At its most extreme, there are examples of women being killed in or around their workplace by their partners or ex-partners.**

**Work-related stalking is also common, and can be a popular place to target victims because their work location often remains unchanged even if their home address changes (Chenier, 1998).**

# Jane Clough, Clare Bernal & Asher Maslin

## Man who murdered ex-girlfriend while on bail for her rape is jailed

An ambulance technician and bouncer, Jonathan Vass, who murdered his ex-girlfriend in Blackpool while on bail for her rape has been jailed for a minimum of 30 years.



Jonathan Vass and Jane Clough Photo: PA

11:30AM BST 14 Oct 2010

Vass, 30, launched a frenzied knife attack on nurse and mother-of-one Jane Clough, 26, as she arrived for work at Blackpool Victoria Hospital in July.

The Telegraph (2010)

Crime  
News » UK News »

In Crime



Mexican mugshots



Hatton Garden heist



## Stalker so obsessed with woman, 22, he shot her dead in Harvey Nichols after 3 dates

Michael Pech shot beauty consultant Clare Bernal in the back of the head then three times in the face before turning the pistol on himself

SHARE 337 SHARES 9 COMMENTS By **Danya Bazaraa** News Reporter  
19:59, 18 FEB 2019 | UPDATED 20:46, 18 FEB 2019



Bazaraa, D. (2019)

## Ex-boyfriend murdered hairdresser stabbing her 14 times at salon in front of horrified colleagues after they split up

- Asher Maslin has admitted murdering Hollie Gazzard while she was working
- 22-year-old bought a knife after the pair had split then stabbed her 14 times
- Attack happened in front of horrified her colleagues at salon in Gloucester
- Maslin has been told he will face life sentence after pleading guilty to murder

By **JULIAN ROBINSON**

PUBLISHED: 15:58, 6 June 2014 | UPDATED: 15:17, 20 November 2015

Robinson, J. (2014)

# The Business Case

HR leads in medium and large UK organisations that have had disclosures or who believe employees are affected by domestic abuse felt that domestic abuse had impacted upon their organisation in a variety of ways over the last 12 months

We asked affected companies about the impact of domestic abuse on employees in the past year\*\*\*

**49%**  
said it caused lateness to work

**54%**  
said it caused the quality of an employee's work to suffer

**56%**  
said it led to absenteeism

**16%**  
said it caused an employee to leave the organisation

**17%**  
said it caused security issues for other employees

# The Business Case

Despite this awareness, only 5% of organisations have a specific policy or guideline



**Over 1 in 4**

women has experienced domestic abuse, as a victim, within their adult lifetime\*



**1 in just over 7**

men has experienced domestic abuse, as a victim, within their adult lifetime\*



For all medium and large organisations, there was an average of only

**0.5**

disclosures per organisation in the last 12 months\*\*

Home Office figures show that **75% of people who endure DV will be targeted in the workplace, around 58% of abused women will miss at least three days of work a month, and 2% will lose their jobs as a direct result.** But regrettably less than 30% of employers know how to respond.

(HR Magazine, 2017)



# At the organisational level - Costs:

## Financial:

In England and Wales, £1.9 billion in economic output is lost annually through domestic abuse (Walby, 2009).

Emotional

Safety of the person  
and other staff

Negative publicity if a serious incident occurs within the workplace (Duda, 1997)

Employees experiencing domestic abuse are more likely to be:

- absent from work
- have reduced job performance and productivity

# National Recommendations

## Recommendations

### Legal



Provide a legal right to flexible working requests for those experiencing domestic abuse



Ensure statutory guidelines on PSHE (personal, social, health and economic education) include mandatory education on domestic abuse and its effects

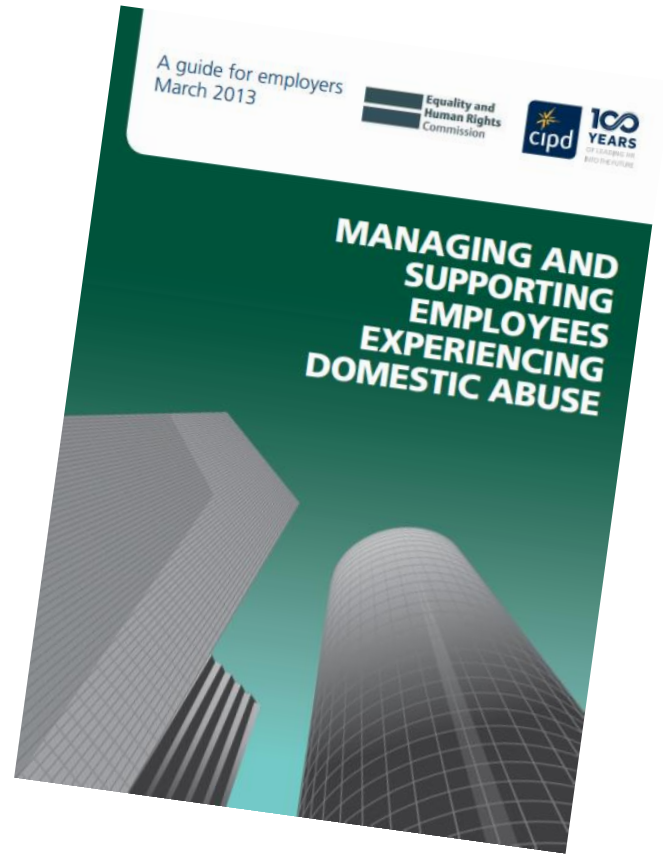
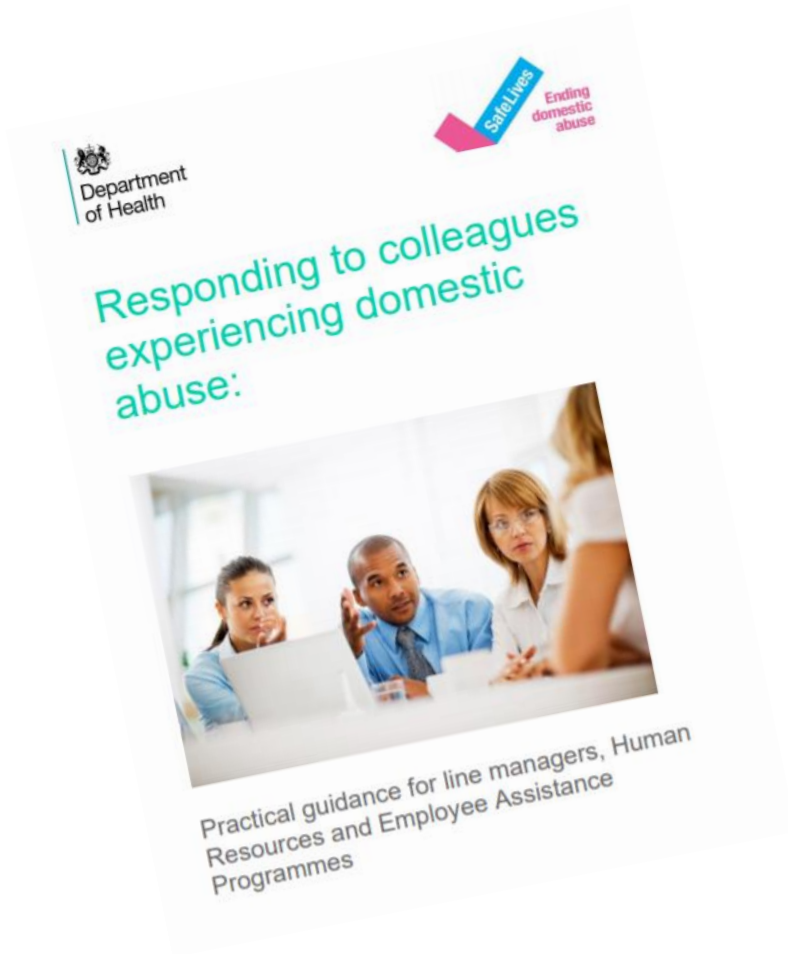


Introduce a minimum entitlement of ten days' paid leave in any year to an employee experiencing domestic abuse



Ensure the role of the new Domestic Violence and Abuse Commissioner extends to reviewing and monitoring employer action, including in the private sector

# Resources



# Toolkits and Support



Updated June 2021

<https://www.bitc.org.uk/wp-content/uploads/2021/07/bitc-wellbeing-toolkit-domesticabuseforemployers-june2021.pdf>

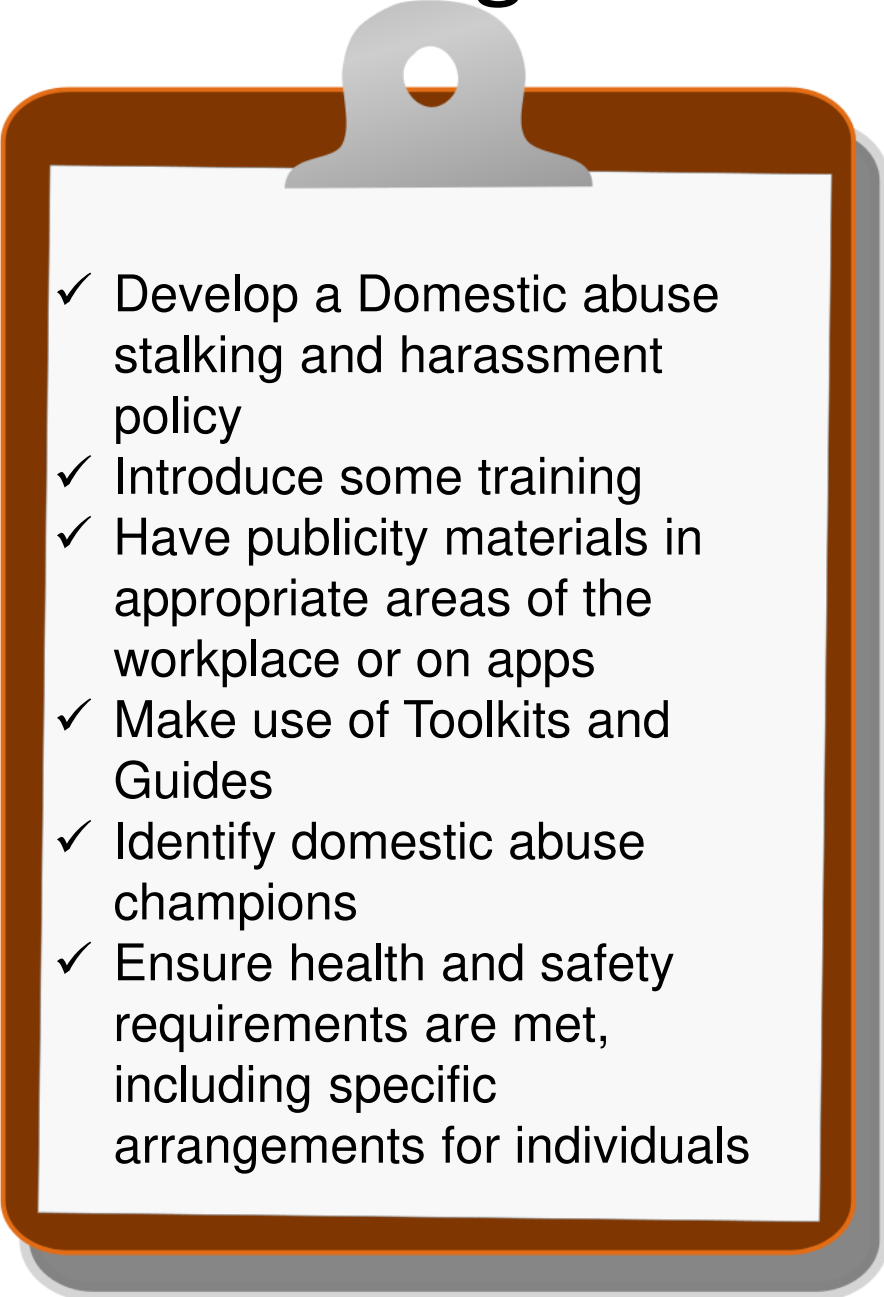


<https://www.hestia.org/everyonesbusiness>

## Employer Initiative on Domestic Abuse

A network of more than 200 companies and public-sector organisations who have come together, to exchange information about best practice, and to encourage, promote and develop action to help staff who are enduring domestic abuse, or who are perpetrators. <https://eida.org.uk/membership/>

# What Could Your Organisation Do?

- 
- ✓ Develop a Domestic abuse stalking and harassment policy
  - ✓ Introduce some training
  - ✓ Have publicity materials in appropriate areas of the workplace or on apps
  - ✓ Make use of Toolkits and Guides
  - ✓ Identify domestic abuse champions
  - ✓ Ensure health and safety requirements are met, including specific arrangements for individuals

# Training is Available

Domestic abuse training for employers - SafeLives  
<http://safelives.org.uk/knowledge-hub/resources-employers/training>

Domestic abuse in the workplace Women's Aid  
<https://www.womensaid.org.uk/what-we-do/training/bespoke-training/domestic-abuse-in-the-workplace/>



Office of the Police and  
Crime Commissioner  
**STAFFORDSHIRE**



**Keele University Students' Union**

# **Supporting Domestic Abuse Victims at Work**

**August 2015**



Office of the Police and  
Crime Commissioner  
**STAFFORDSHIRE**

This initiative is supported by the Staffordshire Office of the Police and Crime Commissioner

Check out policies from other agencies

<https://keelesu.com/pageassets/staffpages/staffhandbook/domesticabuse/Domestic-Abuse-Policy-Final-August-2015.pdf>

# South Ayrshire Council First European Council to Introduce Safe Leave Policy

“ Our people are undoubtedly our best assets and I’m proud that we’re introducing positive and progressive policies that provide increased support to employees at a time when they need it most



**Peter Henderson, South Ayrshire Council**

Mr Henderson said: “Across South Ayrshire, we’re committed to supporting the most vulnerable people in our communities and working with our partners to raise awareness of domestic abuse and violence.

“As part of these efforts, we’re also leading the way in doing what we can to support our employees who experience such trauma.

“Giving abused employees access to up to 10 days safe leave, where they can take the time off they need to access help and support without the worry of it affecting their finances or using up their annual leave, will make a real and lasting difference that could help change lives forever.

“And just by making that support available, it could help give employees the confidence to ask for help and take the first steps towards a safer life for them and their families.



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# Shared Learning

**Kathy George**

**Named Nurse, Adult Safeguarding, Prevent Lead, Mental Capacity Act Lead  
Telford and Wrekin CCG**



# Choking Incidents & Diabetes Management

# Choking Incidents

- For new residents on Admission
- Have they been admitted with a FAF – is it up to date? is it accurate?
- Do you seek confirmation?
- Do you request any additional information on choking risk, dietary requirements?
- If private placement do you fully explore any recent incidents or changes from friends/family/carers

# What steps do you take to assess risk of choking?

- Visual observation
- Do you encourage meals to be taken in the dining area?
- What level of supervision can you offer?
- Do you have individualised risk assessments re choking in place?
- Do you assess capacity and best interest decisions?
- Balancing personal choice against risk
- Care planning
- Review
- Recording
- Referral

# Assessing choking risk

When? – the person is new to a service or due for review **or** has never had a choking risk assessment **or** there is a choking incident **or** observation of individual is made where risk factors identified **or** an alert is heard or read from a third party e.g. a family member reports that an individual choked at the weekend **or** is showing any of the risk factors

# Sample Risk Assessments and information\*

- [https://www.spic.co.uk/downloads/doc\\_download/1333-updated-choking-risk-assessment](https://www.spic.co.uk/downloads/doc_download/1333-updated-choking-risk-assessment)
- <https://cornfordhouse.co.uk/documents/Public%20Documents/1.1%20Care%20Planning%20&%20Daily%20Reporting/Choking%20Risk%20Assessment.pdf>
- <https://www.cannockchaseccg.nhs.uk/news-events/documents/80-aspiration-risk-assessment-guide-for-nursing-residential-homes/file>

\* Note – these are not endorsements

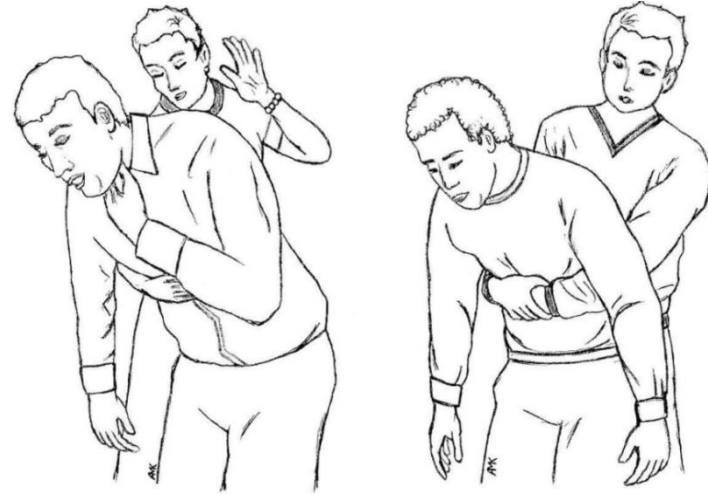


# Consider

- Policy and Protocols
- Risk Assessment Tools – consider introducing
- First Aid Training
- Aids

# Aids and First Aid Training

1) Encourage the adult to cough - Instruct victim to cough



(Resuscitation Council, 2019)  
<https://www.resus.org.uk/resuscitation-guidelines/adult-basic-life-support-and-automated-external-defibrillation/#foreign>

## 2) If cough becomes ineffective give up to 5 back blows

Stand to the side and slightly behind the victim

Support the chest with one hand and lean the victim well forwards so that when the obstructing object is dislodged it comes out of the mouth rather than goes further down the airway

Give five sharp blows between the shoulder blades with the heel of your other hand

## 3) If back blows are ineffective give up to 5 abdominal thrusts

Stand behind the victim and put both arms round the upper part of the abdomen

Lean the victim forwards

Clench your fist and place it between the umbilicus (navel) and the ribcage

Grasp this hand with your other hand and pull sharply inwards and upwards

Repeat up to five times

If the obstruction is still not relieved, continue alternating five back blows with five abdominal thrusts

4) Start CPR if the victim becomes unresponsive - Support the victim carefully to the ground, Immediately activate the ambulance service, Begin CPR with chest compressions

# Diabetes management



- Do you have an individualised protocol for blood glucose monitoring
- How and where do you record?
- Handover
- Individualised care planning
- Identified protocols for seeking medical review?

# Scenario

- New resident – diagnosis of dementia
- FFAF (fact finding assessment form) does not identify any issues with swallowing or dietary requirements.
- Type 2 diabetic commenced on once daily insulin in hospital – discharge letter identifies poor diabetic control requires monitoring.
- In this instance there were no issues with swallowing/choking identified following admission.
- **Total care period (admission) 4 days**

- Random BG taken on admission – pm (7.8mmol)
- Monitoring form had tds times circled
  
- Day 1 - No morning recording documented
- Day 2 morning – 11.4mmol
- Day 3 morning – ‘Hi’. No further checks or monitoring documented
- Day 4 morning – 26.7mmol.
  
- Over days 3 & 4– a number of falls were recorded. Notes also identified increased confusion. Falls were reviewed but no link to raised BG’s and increased confusion identified.
- During the morning of Day 4 resident found collapsed having apparently choked on breakfast
- **Day 4 - Resident deceased.**

- care plan in place identifying care needs in respect of diabetes management
- BG monitoring regime/protocol identified
- consideration for OOH support/GP review