



Shropshire, Telford
and Wrekin



Integrated
Care System
Shropshire, Telford and Wrekin



Shropshire
Council



Telford & Wrekin
COUNCIL



Shropshire Safeguarding
Community Partnership

Telford and Wrekin
Safeguarding
PARTNERSHIP



PARTNERS
in CARE

Safeguarding Adults Forum March 2024

Karen Littleford
Safeguarding Adults Lead
Partners in Care



partnersincare.org.uk



The views expressed by the presenters are their own and not necessarily those of partner agencies.





Next Safeguarding Adults Forum Dates 2024/2025

Online – Zoom (9:30am - 12:30pm)

- Tuesday 18th Jun 2024
- Wednesday 11th Sep 2024
- Thursday 12th Dec 2024
- Thursday 20th Mar 2025

<https://www.partnersincare.org.uk/networking-events/meetings-forums-events/networking-meeting-for-trainers>

Agenda



- ✓ **Abuse and Adults with a Learning Disability an Advocacy Perspective**
Tash Gilmore and Michelle Evans, Independent and Care Act Advocates (Taking Part)
- ✓ **Spotlight on Domestic Abuse and Adults with a Disability**
Karen Littleford, Safeguarding Adults Lead (Partners in Care)
- ✓ **Professional Boundaries and Adult Safeguarding**
Karen Littleford, Safeguarding Adults Lead (Partners in Care)
- ✓ **Safeguarding Adults Reviews (SARS) and Domestic Homicide Reviews (DHR) live update (*Limited slides included due to live SAR's and DHR's)–**
Lisa Gardner, Development Officer, Shropshire Safeguarding Community Partnership and
Karen Littleford, Safeguarding Adults Lead (Partners in Care)
- ✓ **Animations for Safeguarding and Domestic Abuse Training or Awareness Raising**
Karen Littleford, Safeguarding Adults Lead, Partners in Care
- ✓ **Resources and Webinars**
Karen Littleford, Safeguarding Adults Lead (Partners in Care)



Abuse and Adults with a Learning Disability an Advocacy

Perspective Tash
Gilmore and Michelle
Evans, Independent and
Care Act Advocates
(Taking Part)





Changing Times, Changing Lives



Taking Part Team

Existing Taking Part Staff Team comprises of:
 3 Volunteer Trustees
 1 Part Time CEO
 4 Part Time Advocates (including 3 Care Act Advocates)
 2 Part Time Information and Advice Officers
 1 Part Time Business Support Officer
 1 Part Time Self Employed Accounts Admin
 4 Self Employed Sessional Officers
 These staff carry out the work as detailed below

Board of Trustees
 3 Independent Members

Chief Executive Officer
 1 Part Time CEO

Telford
Learning Disability Programme
 1 Part Time Officer
Advocacy (Spot Contracts)
 1 Part Time Advocate
Information, Advice & Guidance
 2 Part Time Officers
Parental Advocacy
 1 Part Time Officer

Local, Regional & National
West Mercia Police NHS England
 1 Part Time Advocate
Paid Relevant Persons Representatives
 2 Part Time Officers

Pan Shropshire
Business Support
 1 Part time Self Employed Officer
Escape
 3 Sessional Workers
Website & Easy Read
 1 Part Time Officer
Accounts
 1 Part Time Admin

Shropshire
General Advocacy & Care Act Advocacy
 4 Part Time Advocates
Citizen Advocacy (CA)
 2 Part Time CA Co Ordinators
 25 Volunteer Citizen advocates
Moving & Grooving
 2 Part Time Co Ordinator
 3 Sessional Staff
Parental Advocacy
 3 Part Time Officers
Digital Skills Programme
 3 Part Time Officers

10 Experts By Experience with Learning Difficulties and/or Autism

Taking Part is an independent registered charity. We have been established in Shropshire, including Telford and Wrekin, since 1994 and have been a registered charity since 2002.

In Telford and Wrekin

We are a delivery partner of the Wellbeing Independence Partnership along with AgeUK and Carers Centre with the lead partner being T&W CVS. We provide information and advice on health and social care to the adult population of Telford.

The service is there to assist adults in Telford that are not active within Social Services to meet their varying care and support needs, through having 'good conversations' with callers, providing help through information giving, signposting and making direct referrals into adult social care as necessary.

Taking Part has continued to provide advocacy services to support the **Learning Disability Programme (LDPB)** across Telford & Wrekin to engage with the Strategy and shape the future of service delivery in Telford & Wrekin.

In Shropshire

We are a partner of the **Advice, Advocacy and Welfare Benefits** service and provide Independent Advocacy including Care Act Advocacy to people who have health and social care needs and live in Shropshire.

Taking Part run a monthly **Experts by Experience group**, who are involved with health and social care consultations, the Learning Disability Partnership Board, with West Mercia Police body-worn footage reviews and they also help us produce Easy Read documents.

We also support a group of 25 volunteers under the **Citizen Advocacy** project, who in turn support 30 adults who have a learning disability in a long term part advocate, part friend role

Moving and Grooving, part of All In Programme, a project that gives parents of children and young adults between 7 -14 who have SEND, respite, offering a range of activities for the CYP

Digital Skills Programme to support people with a learning disability to become more digitally included

We undertake spot contract **Relevant Persons Representative** work in Shropshire

Regional

We run the monthly **Escape Nights**, where around 130 people from Shropshire and Telford and Wrekin attend on a monthly basis to enjoy a night out in a safe environment.

Parental Advocacy we provide, on a spot contract basis, support for parents whose children are subject to Family Court Proceedings. This is part of the West Midlands Children's and Family Support Service.

We also provide other **Spot Contract Advocacy** work and a residential advocacy service to 2 projects

Julie Mellor, Taking Part CEO also does a lot of strategic work on a number of regional boards including Learning Disability and Autism Board Bimonthly Meetings, Monthly Shropshire Integrated Place Partnership Board (SHIPP), ICS/ICB Workshops and Meetings, Shropshire Making It Real Board Meetings, VCSA Board Meetings and Event Planning meetings. Julie is currently Co-Chair of VCSA Board for Shropshire and a member of Chief Officers Group in Telford.

Figures for Independent Advocacy

Advocacy Referrals January to December 2023

From 1st January – 31st December 2023 Taking Part received 98 referrals for Independent Advocacy

48 of these were for Advocacy under the Care Act

25 for safeguarding

7 of these were to support people with a diagnosis of a learning disability,

3 autism, 10 mental health, 2 physical, 1 dementia and 2 sensory impairment

Advocacy Under the Care Act

To support the people who would have substantial difficulty, without help, to understand and engage in the Care Act process, including a Safeguarding Enquiry or Review, where there is no one else to support them. This includes:

- Supporting them to know their rights
- Supporting people to express their views and wishes
- To ensure that these views and wishes are central to any decision that is made
- To support a person to challenge any decision that they are not happy with

Referral process

We provide Care Act advocacy across Shropshire for all adults

We provide general advocacy to all adults of a working age, those above this, can receive advocacy support from Age UK

Anyone can refer into Taking Part to ask for advocacy support, including people themselves, social workers, health practitioners, support workers, family, via;

Website: www.takingpart.co.uk

Email: takingpart@takingpart.co.uk

Telephone: 01743 363399

Address: Taking Part, Louise House, Roman Road, Shrewsbury, Shropshire, SY3 9JN

Recent Case Studies

Of the people who we supported in 2023 with safeguarding issues, whether this be via a Section 42 enquiry or case managed by the social worker, the dominant themes have been;

- Financial abuse from family, close neighbours and friends.
- Control and coercive behaviour from family/ partners.
- Self-neglect and hoarding.
- Physical, sexual and/or emotional abuse from partners

Independent Advocacy under the Care Act in Telford and Wrekin



Call us on [0300 456 2370](tel:03004562370)

<https://www.pohwer.net/telford-and-wrekin>



Call us on 0300 456 2370
(charged at your standard network rate)

Easy Read

Accessibility

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Our Services

In your area

Resources

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Get involved

Online Shop

About us

Contact us

Telford and Wrekin

[West Midlands](#) > Telford and Wrekin

We offer the following services in Telford and Wrekin:

- [Independent Mental Capacity Advocacy \(IMCA\)](#), including [Deprivation of Liberty Safeguards \(DoLS\)](#) and [Relevant Person's Paid Representative Service \(RPPR\)](#)
- [Independent Health Complaints Advocacy Service \(IHCAS\)](#)
- [Independent Care Act Advocacy](#)

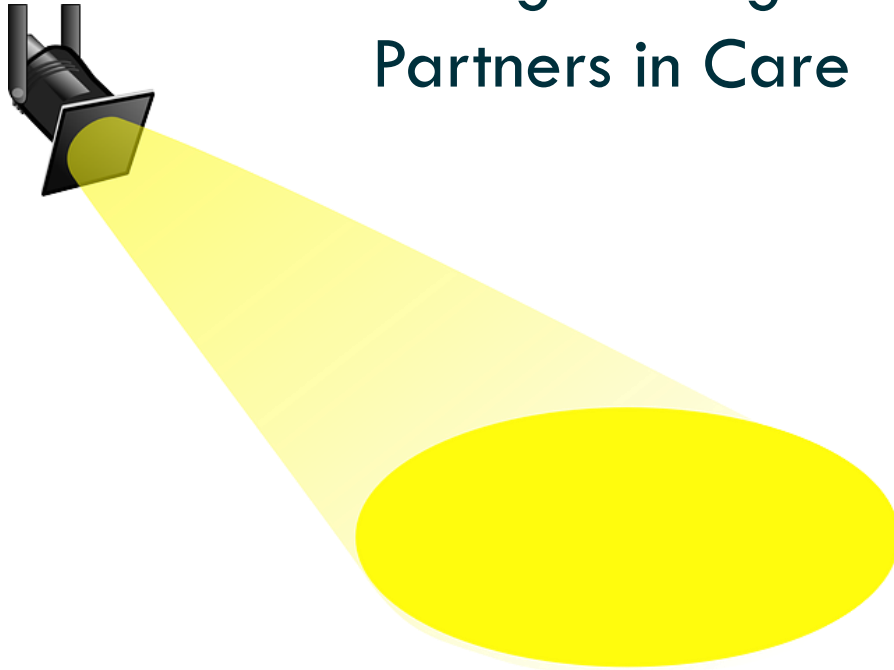
How do I get support?

To make a referral to the advocacy services in Telford and Wrekin, you can download the forms below:

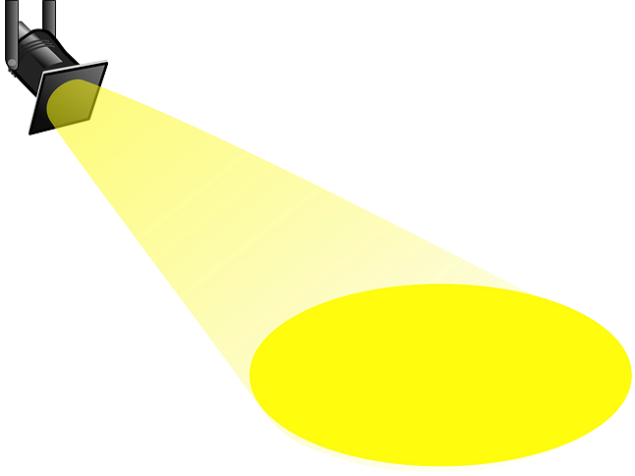
- [Independent Mental Capacity Advocacy \(IMCA\) referral form](#)



Karen Littleford Safeguarding Adults Lead Partners in Care

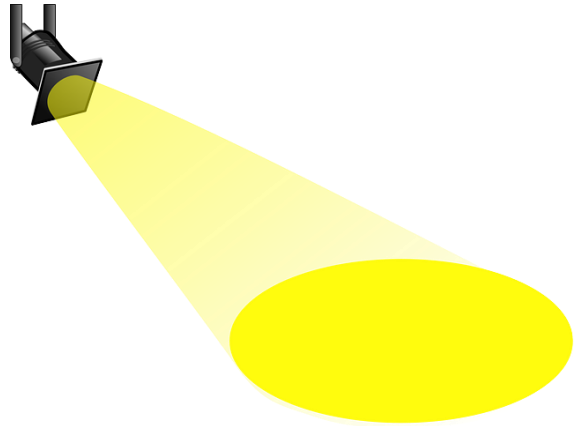


Spotlight on Domestic Abuse and Adults with a Disability



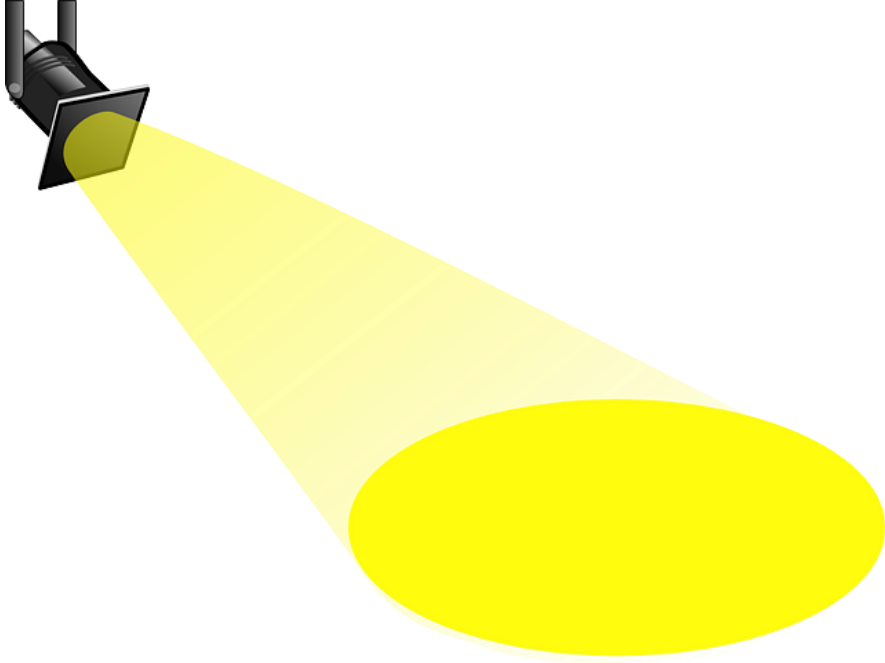
People with learning disabilities are three times more likely to experience domestic abuse, and in the last year alone it has happened to nearly one in every five people.

[Office for National Statistics, 2021].



Disabled people experience **disproportionately higher rates of domestic abuse** compared to the general population. Around one in seven (14.3%) disabled people have experienced domestic abuse in the last 12 months, compared with about one in 20 (5.1%) non-disabled people. **Disabled women (17.5%) were more than twice as likely to experience domestic abuse in the last year than non-disabled women (6.7%) and people with learning disabilities experience the highest rate of domestic abuse (19.1%)**

(Office for National Statistics, 2021).



Disabled people experience domestic abuse for **longer periods of time, and more severe and frequent abuse.** This may include more severe coercion and control, or abuse from carers *(Public Health England, 2015).*



Coercive control and carers (informal)

“People pity him because he is taking care of you and so noble. So people are reluctant to criticise this saint or to think he could be doing these terrible things. And possibly as well as that there’s a sort of I think an idea ... people don’t really ‘see’ disabled women.

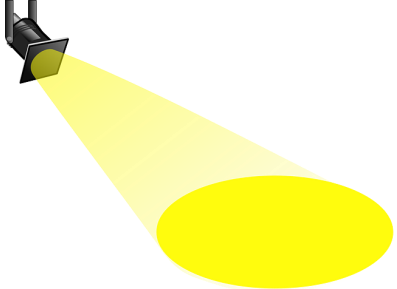
And people don’t easily see a disabled woman as a wife, partner, and mother. So I think for some people it’s hard to think well this might be a woman who’s being sexually or physically abused by her partner,... because disabled women don’t have sex, do they?” (Hague et al, 2008)

What are the most common challenges faced by people in this area?

The 'Us Too' team share their own life experiences and why they think having a learning disability, being autistic or both makes it more likely that domestic abuse could happen to you. They said:

“We are overprotected.’ We are often treated as children well into adulthood and were sheltered from opportunities to learn from experience and from ‘difficult’ subjects like sex and abuse. This can mean that we find it hard to form positive relationships and are more willing to tolerate bad ones.”

“We have had poor sex education. We had little or no sex and relationship education during formal education. One result is limited knowledge of relationship ‘rules’ and what is okay. Another is that we don’t have the words to explain what has happened to us.”

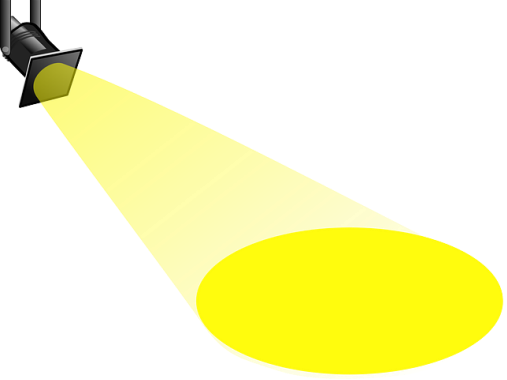


“We may not know how to report, and if we do, we are not listened to.”

Our disclosures (verbal and non-verbal) can be thought of as part of our disability.” This was particularly true for women with more significant disabilities, whose disclosures may come in the form of what is interpreted as ‘challenging behaviour’ rather than communication about abuse and trauma.

“We can be reliant on the perpetrators.’ Many of us were financially and practically dependent on our abusive partner.”

“Our supporters have not been trained in domestic abuse.’ This can stop them recognising the signs that we are potentially being abused or what action to take.”



“Many of us have learned compliance. Many of us have learned to do what is expected of us, and we become eager to please.”

“We don’t get the help we need.’ None of the abuse we experienced resulted in criminal charges and domestic abuse services don’t meet our needs.”

“Abuse is ‘normal’ to us.’ Everyday abuse can be so common for us that we don’t bother mentioning it.”



How best to support people to reduce the likelihood of domestic abuse occurring

Education

We need the best sex and relationships education at school and throughout our lives. This needs to include rules for relationships, the difference between good and bad relationships, and how to get out of a bad relationship.

Socialisation

We need to live our lives, take risks, learn from our mistakes. We want to meet people and need support to develop positive relationships.



Support - We need:

- our support staff trained to spot the signs of domestic abuse; how to stop it, and make it less likely
- the police trained on understanding learning disabilities and autism; to know that domestic abuse happens to us, and to ask us what we want
- domestic abuse services to be accessible and trained in meeting our communication needs; to tell us how to contact them, what we can expect, and give us the support we want.



Empowerment

We need to be in control of our own lives, listened to, and for our choices to be respected.

Reporting

We need to know how to report abuse, and so do our supporters. Reporting needs to be quick and easy. We need to be believed.



tips

Top tips

The 'Us Too' team's key messages for professionals are:

- Know the warning signs.
- Know where you can get help.
- Make sure you, and the people you support, are heard.
- Be aware that it might make people feel guilty, ashamed, or dirty, but it is not their fault, and they are not alone.

Are Your Teams Aware of Local Domestic Abuse Services?

Shropshire

Local Domestic Abuse Partnership Board

Home > Partnership Priority Areas > More in Local Domestic Abuse Partnership Board >

If you a victim of domestic abuse this webpage will give you links to your local and national specialist services specific to your needs.

- For Adult Social Care and Safeguarding Concerns - 0345 678 9044
- For Safeguarding Children - 0345 678 9021
- For Telford & Wrekin Family Connect Service - 01952 385385
- For the Out of Hours Emergency Duty Teams:
 - In Shropshire - 0345 678 9040
 - In Telford & Wrekin - 01952 676500
- For Shropshire Domestic Abuse Service (SDAS) - 0300 303 1191 (Monday to Friday 9am - 5pm)
- For Galop - the National LGBTQ+ Experiencing Domestic Abuse Helpline - 0800 999 5428
- For the Men's Advice Line - 0808 801 0327
- For the West Mercia Domestic Abuse Helpline - 0800 7831 359 (24 hours)
- For the Respect Helpline (for anyone worried they may be harming someone else) - 0808 802 4040
- For Karma Nirvana (support for Honour Based Abuse) - 0800 5999 247
- For the Forced Marriage Unit - 0207 008 015
- See the Government Guidance on domestic abuse
- If you're worried about someone abusing you is monitoring your internet usage, find out how to hide your browser history here.

If you are a professional or volunteer working with a person who is subjected to domestic abuse, please also refer to the

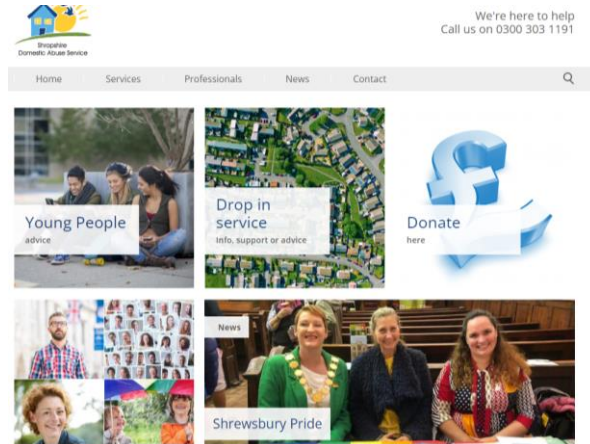
Related Links

- > Shropshire Council Crime & Community Safety: Domestic Abuse
- > Make Yourself Heard - Dial 55 if you Cannot Speak
- > Shropshire West Midlands Procedures - Domestic Abuse Tools and Pathways
- > Safe Lives
- > Refuge: For Women and Children Against Domestic Abuse
- > West Mercia Women's Aid
- > West Mercia Police - Domestic Abuse Information and Resources
- > West Mercia Victim Support
- > The Glade - West Mercia Rape and Sexual Assault Support Centre
- > Respect UK
- > Standing Together Against Domestic Abuse
- > Hidden Harms Animation

Leave this site now

Related Documents

<https://www.shropshiresafeguardingcommunitypartnership.co.uk/partnership-priority-areas/local-domestic-abuse-partnership-board/>



<https://www.shropscdas.org.uk/>

Telford and Wrekin

CRANSTOUN
Empowering People, Empowering Change

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Quick exit site

Domestic Abuse Telford & Wrekin Domestic Abuse Service

Telford & Wrekin Domestic Abuse Service is an integrated service for victims and children that delivers support throughout the Telford & Wrekin area.

We deliver this service in partnership with West Mercia Women's Aid.

The service also provides programmes to tackle perpetrator behaviour, treating the root cause of domestic abuse.

QUICK LINKS

Self Referral Resources Locations

About Telford & Wrekin Domestic Abuse Service

Domestic abuse - keeping safe

View domestic abuse support services >

Cheshire East Domestic Abuse Hub - call 0300 123 5101

Your safety and that of your family is the most important thing to think about. You might already have developed ways to keep safe or you might not know what to do. We've put together advice from others and information about support to help you take action to keep you and your children safe.

For help and advice with housing, getting your partner to leave, friends and family, refuges, money and a range of other issues, the Women's Aid Survivor's handbook has a wealth of information.

Refuge provision

If you need to leave your home because you are living with the person who is abusing you, you may decide to go to one of the five refuges in Cheshire. See [refuge provision](#) for more details on staying in a refuge.

Legal rights

You have the right to legal protection from an abusive partner. This might be through the criminal law (contacting the police and pursuing a prosecution) or through the civil law (contacting a solicitor to apply for a court order to prevent the abuse or keep him/her away from your home)



Also in this section

- Domestic abuse tools and resources >
- Domestic abuse training >
- Help To Change >
- Open the Door >
- Refuge Provision >
- Sexual Violence >
- Your Safety Online >
- Cheshire East Domestic Abuse and Sexual Violence Partnership >
- Children, Young People and Domestic Abuse >

Cheshire East

<https://www.cheshireeast.gov.uk/live-well/staying-safe/domestic-abuse-and-sexual-violence/domestic-abuse-keeping-safe.aspx#:~:text=Cheshire%20East%20Domestic%20Abuse%20Hub%20%2D%20call%200300%20123%205101&text=For%20help%20and%20advice%20with,has%20a%20wealth%20of%20information>

<https://cranstoun.org/help-and-advice/domestic-abuse/telford-das/>

References



Choice Support () *Supported Loving toolkit*. Maidston: Choice Support.

<https://www.choicesupport.org.uk/about-us/what-we-do/supported-loving/supported-loving-toolkit>

Hague, Gill; Thiara Ravi K; Magowan Pauline; Mullender, Audrey (2008) *Making the Links: Disabled women and domestic violence: Summary of findings and recommendations for good practice*. Women's Aid. https://www.womensaid.org.uk/wp-content/uploads/2015/12/Disabled-women-Making_the_Links_-_full_length_report_large_print11.pdf

Office for National Statistics (2021) *Outcomes for disabled people in the UK: 2020*. London: Office for National Statistics.

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/outcomesfordisabledpeopleintheuk/2020>

Public Health England (2015) *Disability and domestic abuse Risk, impacts and response*. London: Public Health England.

https://assets.publishing.service.gov.uk/media/5a806673ed915d74e622e3c8/Disability_and_domestic_abuse_topic_overview_FINAL.pdf

So - Can We Raise Awareness of This issue? – An Animation



Partners in Care have been successful in their funding application to the West Mercia Police and Crime Commissioners Office to personalise an animation called 'Domestic Abuse: It Happens To Us Too'. This will shortly be available on the Partners in Care YouTube channel in the Domestic Abuse [Playlist](#)

Domestic Abuse & Disability - It Happens To Us Too





Professional Boundaries and Safeguarding



Karen Littleford
Safeguarding Adults Lead
Partners in Care



Relationships are a fundamental part of social care.

The ability to build meaningful and rewarding relationships with a range of individuals using services, including carers, can have positive effects on promoting the well-being of the people both delivering and receiving social care services



(Care Council for Wales, 2016)

The background features several overlapping speech bubbles in various colors: red, orange, teal, and blue. Each bubble contains a large white question mark. A yellow horizontal band is positioned across the middle of the image, containing the text.

What are Professional Boundaries?



Share a sentence telling us what professional boundaries are

Thoughts Shared in The Forum: What Are Professional Boundaries?

- Being friendly but not a friend
- Our conduct on how to present ourselves professionally
- Respecting professional roles and contributions
- Professional Limits
- Professional boundaries is how we present ourselves in the workplace and within the community
- The relationship between support staff and the people they support which allows for a safe relationship
- Organisational frameworks that protect clients and employees
- Ensuring that the relationship does not cross the boundary into the 'friend zone'
- The lines in which we are confined to, and not stepping into the more familial role causing confusion and a grey area
- Acting as a "professional" not a friend or other person. Having a respective distance for the person, adhering to the guidelines of your organisation. Not necessary acting on your "feelings"



Thoughts Shared in The Forum: What Are Professional Boundaries?

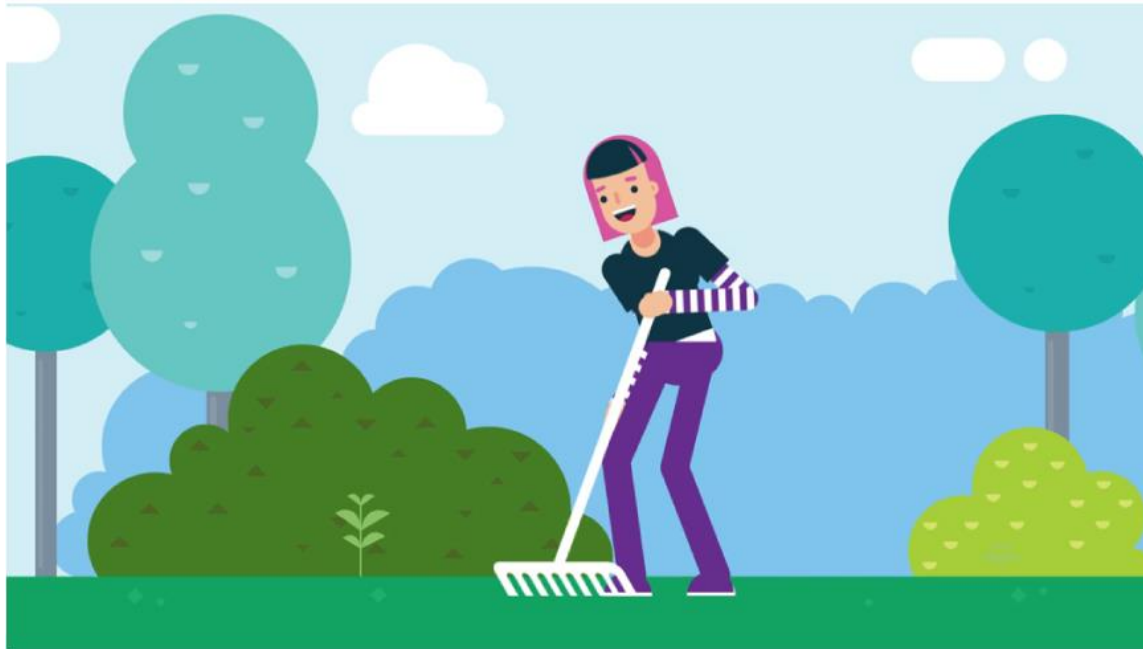


- Protection and not crossing the line and being professional
- Support workers buying shopping for an individual out of their own money
- Adults using services seeing a staff member as their friend not a staff member
- Staff sharing too much personal information or taking on tasks outside of their role.
- The effect of being isolated during the pandemic and carers becoming friends and the clients not understanding the difference between a 'paid carer' and a 'friend'
- Blurring of the lines in the language used when supporting people - over familiar
- Taking responsibility and worries home may lead to disempowering the client
- Relationship with families, gifts received from parents of adults using services, Facebook used to befriend parents of adults using services
- Using means of communication through Facebook, WhatsApp



Professional Boundaries are the limits to the relationship between someone in a professional role and the adult using the service, the borders that mark the edges between a professional relationship and a personal relationship.

Boundaries are there to keep people safe.



Video - RTÉ (2022) Setting Boundaries | Mental Health Lessons | RTÉ Player Original <https://www.youtube.com/watch?v=Gf4Fit5DG4g> Played in the Forum until 2:16



Staff need boundaries to keep adults using the service safe, but also to protect themselves, to avoid uncertainty or ‘burnout’.





[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)



(Some) professional boundary issues that might happen in social care, health, housing and the third sector?

Gifts or Loans



Reflect on what do your company policies say about this area?



Social Media – Are Your Policies Robust?



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Mobile Phone Use

“Autistic man drowned in reservoir while carer who was supposed to be watching him was 'distracted' messaging a man she met on dating website”.

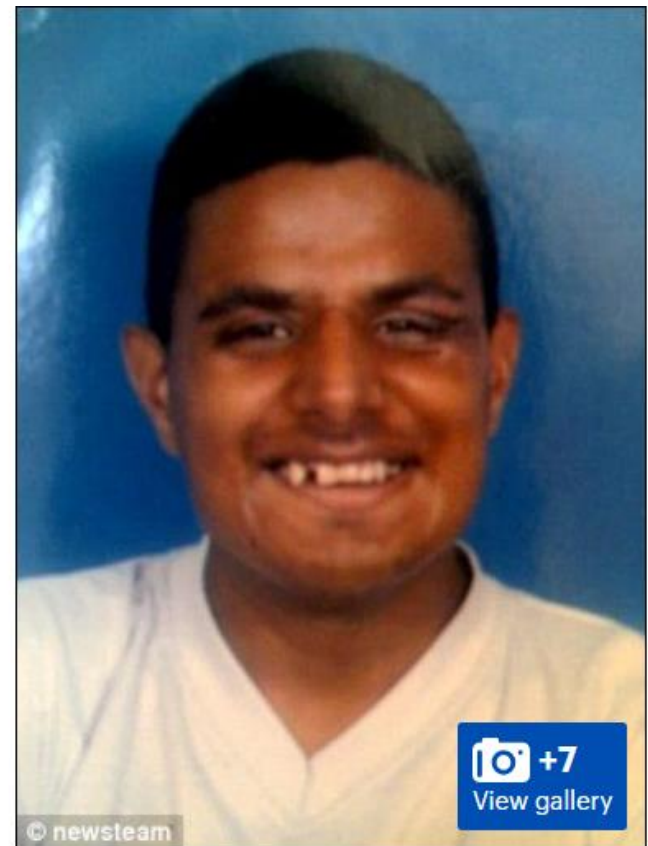
An autistic man drowned while his carer was 'distracted' messaging a man she met on a dating website.

Majid Akhtar was found floating face-down in King's Mill Reservoir near Mansfield, Nottinghamshire, on September 10, 2012.

The 28-year-old, who was on an activity trip with patients from Springwood Day Centre, in Mapperley, had wanted to go for a walk around the lake instead of going back on the boat with the rest of the group.

His carer Nikki Deaney went with him but spent most of her time on her mobile phone texting Brynsley Shepheard who she had met on a dating website on August 23, an inquest heard.

Despite previous warnings from her employer about the use of her phone at work, Ms Deaney spent 19 minutes on the phone in a 34 minute period, while supervising Mr Akhtar.



Majid Akhtar drowned while his carer was 'distracted' messaging a man she met on a dating website



She then lost sight of him at around 2pm before two dog walkers spotted him floating face-down and pulled him from the water.

The men desperately tried to revive him and paramedics arrived at the scene but he was pronounced dead at King's Mill Hospital a short time later.

After the hearing, his family released a statement through their solicitor saying they hoped lessons had been learnt from the tragic death.



<https://www.dailymail.co.uk/news/article-3277087/Autistic-man-drowned-reservoir-carer-supposed-watching-distracted-messaging-man-met-dating-website.html>

(Davies, 2015)



Tell us

Is a WhatsApp Group staff set up with their colleagues

- a) A **'private group'**
or
- b) An **'extension of the workplace'**?

WhatsApp - West Midlands Fire & Rescue Service

Each claimant was a member of a 9-member WhatsApp group that exclusively comprised firefighters, and each had posted content that ostensibly breached the organisation's Policies. The other 4 members of the group had not been dismissed

- 5 firefighters dismissed - gross misconduct
- Colleague complained about alleged pornographic, homophobic and racist messages on WhatsApp
- 5 firefighters breached core values of their organisation
- Employment tribunal upheld the dismissals
- **WhatsApp group was seen as an extension of the workplace**



(Hodgetts, 2023)



9 dismissals appealed - Were the dismissals outside the range of reasonable responses having regard to the fact that other members of the WhatsApp group were given different sanctions or no sanction?

There were appreciable differences in the material posted by those who were dismissed and those who were not, save in the case of one member. In that person's case, there was evidence that the material had been posted because that person had felt pressured to do so, and the individual had brought the content to the attention of the organisation.

The content included pornography, and racist and homophobic material. The Policies had been consulted on with the FBU, and brought to the attention of employees. The Policies prohibited the posting of such content on social media including WhatsApp, in and out of work hours. **The WhatsApp group comprised exclusively firefighters and the claimants had explicitly accepted in the disciplinary proceedings that the group was an extension of the workplace.**

(Hodgetts, 2023)



Caution is required -

There can be confusion over what is acceptable behaviour regarding the use of social media.

Some employees believe they should be able to say what they want on their own social media sites, especially if these comments are made outside of work. Often employees don't realise the implications of making derogatory remarks about people they work with or their employer.

Professional v Personal Relationships



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Professional v Personal Relationships



Professional Relationship	Personal Relationship
Paid	Unpaid
Service orientated	Social in nature
Time limited/location limited	Spontaneous
Uneven power balance	Power is shared
Focused on adults needs	Focus on shared interests
Goal directed	Casual

People who get into trouble around boundaries have often **confused their personal life with their professional life.**

(Clinic For Boundaries Studies, 2021)



**What
Happens in a
Negative
Culture where
Boundaries are
Being Breached
Across the
Team?**



Mocking



Bullying



Sarcasm



Banter



Breaches of confidentiality



Abuse



What Can Our Organisations Do?



Do You provide the relevant Code of Conduct at induction?
Do you refresh on this?
Do you have your own Code of Conduct?
How else can you embed the relevant code in practice?



Following the guidance set out in this Code of Conduct will give you the reassurance that you are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not.

This Code will also tell the public and people who use health and care services exactly what they should expect from Healthcare Support Workers and Adult Social Care Workers in England.



Code of Conduct for Healthcare
Support Workers and Adult Social
Care Workers in England

Funded by the Department of Health



<https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-people/Code-of-Conduct.aspx>

Time to reflect





Is there anything from today you need to revisit?

- Policy or procedure?
- Codes of conduct?
- Second job role guidance (?!)
- Language in the workplace?
- Physical contact?
- Review social media policy and conduct?
- Commission some training for your Management, Board or Staff Team?
<https://www.partnersincare.org.uk/training-courses/professional-boundaries>

References



- Acas (no date) *Social media - discipline and grievance*. London: Acas. <https://archive.acas.org.uk/index.aspx?articleid=3378>
- Care Council for Wales (2016) *Professional boundaries: A resource for managers*. Cardiff: Care Council for Wales. <https://socialcare.wales/cms-assets/documents/Professional-boundaries-A-resource-for-managers.pdf>
- Davies K.L. (2015) *Autistic man drowned in reservoir while carer who was supposed to be watching him was 'distracted' messaging a man she met on dating website*. Mail Online, PUBLISHED: 15:39, 17 October 2015 | UPDATED: 17:15, 17 October 2015. <https://www.dailymail.co.uk/news/article-3277087/Autistic-man-drowned-reservoir-carer-supposed-watching-distracted-messaging-man-met-dating-website.html>
- Hodgetts, E. (2023) *WhatsApp posts, Art. 8 rights and lawful dismissals*. Birmingham: St Philips Barristers. <https://st-philips.com/news-events/whatsapp-posts-art-8-rights-and-lawful-dismissals/>
- Skills for Care (2013) *Skills for Care & Skills for Health, Code of Conduct for Healthcare Support Workers and Adult Social*. Leeds: Skills for Care. <https://www.skillsforcare.org.uk/Leadership-management/managing-people/code-of-conduct/Code-of-Conduct.aspx>
- The Professional Boundaries Company (no date) *What are Professional Boundaries?* Cheam: The Professional Boundaries Company. <https://professionalboundaries.org.uk/faq/>



**Lisa Gardner,
Development Officer,
Shropshire Safeguarding
Community Partnership**





Shropshire Safeguarding
Community Partnership

Learning from Case Reviews



Lisa Gardner



Update on Domestic Homicide Review's

In the summer of 2023, there was an 8-week consultation on parts of the DHR Statutory Guidance.

- The guidance focused on violence, abuse and neglect and it was felt that this needed to be brought into line with the definition of domestic abuse from the DA Act to incorporate controlling and coercive behaviour, emotional abuse, economic abuse and suicide.

From this consultation it was determined that:

1. The statutory definition of DA would be added to DHR legislation
2. DHR's would be renamed "Domestic Abuse related death Reviews"
3. DHR Guidance in the Domestic Violence, Crime and Disorder Act 2004 is to be amended by the **Victims and Prisoners Bill**
4. Reviews into suicide linked to DA would be strengthened
5. Conducting parallel statutory reviews
6. Ensuring DA amongst older victims continues to be recognised.



Shropshire Domestic Abuse Pathway

Domestic Abuse: the legal definition
Domestic Abuse Statutory Guidance

Forced Marriage Multi-Agency Statutory Guidance

Immediate Risk - 999

Immediate risk =
Serious Harm =

Serious Harm = Very High/High Likelihood
Death or injury (either physical or psychological) which is life threatening and/or traumatic from which the person's recovery is expected to be difficult, incomplete or impossible.

Very High/High Likelihood =

Serious harm to the person(s) is already taking place or could happen at any time wherever the alleged perpetrator has an opportunity.

Does the person at risk need/want Immediate Safety Advice / Options?

Shropshire Domestic Abuse Service (SDAS): 0300 303 1191
West Mercia Domestic Abuse Helpline: 0800 783 1359 (24hr)
Forced Marriage Unit (National): 020 7008 0151 (office hours)
020 7008 5000 (out of hours)

Are you concerned that the person or a child at risk is in **immediate danger**?
Contact Police immediately on 999

Does anyone involved have children or is pregnant?
Children living in or subjected to Domestic Abuse are victims in Law

Is anyone involved an adult with care and support needs (or their carer)?

Assess and refer the person at risk:
Complete a Multi-Agency Risk Assessment Conference (MARAC) assessment and referral form (with the person at risk where possible).

Send securely to Shropshire MARAC via email: MARACShropshire@westmercia.police.uk

Contact First Point of Contact (FPOC) (Children's Safeguarding)
0345 678 9021
Complete Multi-Agency Referral Form

Contact First Point of Contact (FPOC) (Adult Safeguarding)
0345 678 9044

Is the person causing harm known to the Probation Service?
Contact Shropshire Team 01743 231525

Out of hours safeguarding: Emergency Social Work Team
0345 678 9040

Risks present but not immediate

Risk =
Harm =

Harm = Likelihood
Can be physical or psychological. Consider the impact of the harm on the person. How long might it take them to recover from the domestic abuse?

Likelihood =

Is harm still taking place or likely to take place again? How often is harm taking place (frequency)? How long has the harm been taking place for? When is the harm taking place (circumstances and context)? What needs, strengths, strategies, support and/or resources does the person at risk already have which are helping or could help to reduce their risk?

Does the person at risk want to seek advice or talk to someone?

SDAS: 0300 303 1191 (9am-5pm Mon-Fri)
West Mercia Domestic Abuse Helpline (includes webchat) 0800 783 1359 (24 hr)

Visit or direct the person to Love Shouldn't Hurt Contacts and Support Love Shouldn't Hurt (includes information for specific groups)

Assess the person at risk:

if they want to talk to you and it is safe to do so; have a conversation about the risks to them.

Use the Domestic Abuse Stalking & Harassment (DASH) checklist to help you.

If the person meets the MARAC criteria go to 'Immediate Risk' above.

Refer to Adults Working with Risk Guidance

Does the person at risk want to report the abuse?

West Mercia Police: 101

Has the person at risk been raped or sexually assaulted? Does the person want to report the abuse and/or want support?

Sexual Assault referral Centre

The Glede, - Adults
0808 178 2058 (24 Hours)

West Midlands CYPS - Childrens
0808 196 2340 (24 Hours)

AXIS Counselling & ISVA
01743 35777/01952 278000

Does anyone involved have children or is pregnant?

Is anyone involved an adult with care and support needs (or their carer)?

Refer to: [SSCP Thresholds Document & Early Help Website](#)

Refer to: [Adult Safeguarding Process in Shropshire](#)

Contact First Point of Contact (FPOC) (Children's Safeguarding)
0345 678 9021 for advice/to refer concerns

Contact First Point of Contact (FPOC) (Adult Social Care/Safeguarding)
0345 678 9044 for advice/to refer concerns

Does the person causing harm recognise and want to access help and support for their harmful behaviour?

Respect WebChat/PhoneLine
0808 8024040 (for intimate partner abuse only)

Does either person have and want support for current mental health needs?
Adult Mental Health Access Service:
0808 196 4501

If the person causing harm is in a Position of Trust:
Refer to relevant Children's and/or Adults Multi-Agency Procedures.

Does either person have and want support for alcohol or drug misuse?
Shropshire Recovery Partnership:
01743 294700

Information and services for people who are living in or moving to [Telford](#)
www.telford.gov.uk/info/2022/13/doms_abuse

Promote [Clare's Law](#) to the public. As professionals you can share risk information to prevent harm.

Shropshire Domestic Abuse Pathway

<https://www.shropshiresafeguardingcommunitypartnership.co.uk/media/yfjip4jm/01-shropshire-domestic-abuse-pathway.pdf>





I'm Homeless!

Are you being
abused by.....



Your husband
takes care of
you?

Am I speaking to
Mr.....

Do you feel safe
here.....





CRITERIA





Shropshire
Domestic Abuse Service



Goodbye,
I Love
you

Men can be victims too!!!



Reflective Questions Posed During the Session

- Are male victims of domestic abuse 'hidden'?
- Do we recognise that men *can be* victims of domestic abuse in our practice, or do we not consider this as a possibility?
- Do we identify the signs when men are victims of domestic abuse?
- Do we respond appropriately?
- Do we know *how* to respond?
- What do we need to do differently to address this?



Resources (also additional pdfs loaded to the website)

- Home Office (2022) *Policy paper Supporting male victims, Position statement on male victims of crimes considered in the cross-government Tackling Violence Against Women and Girls Strategy and the Tackling Domestic Abuse Plan*. London: Home Office.
<https://www.gov.uk/government/publications/supporting-male-victims>
- Home Office (2022) *Policy paper Supporting male victims (accessible), Published 5 May 2022*. London: Home Office.
<https://www.gov.uk/government/publications/supporting-male-victims/supporting-male-victims-accessible>



Safeguarding Adults
Reviews and Domestic
Homicide Reviews –
Update from Telford and
Wrekin Safeguarding
Partnership
Update provided to
Attendees (no slides to
share)





Adult Safeguarding Animations

2023

Hidden Harms – Domestic Abuse and Older People
Self-neglect – what to do about self-neglect

Funded by Partners in Care

2024

Domestic Abuse & Disability - It Happens To Us Too

Funding application to the Police and Crime Commissioners Office approved (currently being worked on)



YouTube

hourglass charity



HIDDEN HARMS

older adults and domestic abuse



FamilyConnect



Hidden Harms - Shropshire and Telford and Wrekin

Partners in Care
44 subscribers

Analytics

Edit video



0



Share



Promote



Clip



Save

<https://www.youtube.com/watch?v=PvwwBJisnp0&t=99s>

YouTube

hourglass charity



What to do about self neglect

0:01 / 2:27

What To Do About Self-Neglect Shropshire and Telford and Wrekin.

Partners in Care
44 subscribers

Analytics

Edit video



3



Share



Promote



Clip



Save

<https://www.youtube.com/watch?v=6uROo7sdBUg&t=3s>



Webinars, Resources and Reports



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Department
of Health &
Social Care

**Guidance (replaces previous guidance)
Safeguarding adults protocol: pressure ulcers
and raising a safeguarding concern
Published 16 January 2024 updated 5th March**

These documents help practitioners and managers across health and care organisations to provide caring and quick responses to people at risk of developing pressure ulcers. The guidance offers a process for the clinical management of harm removal and reduction where ulcers occur, considering if an adult safeguarding response is necessary. The guidance also outlines how the appendices should be used if a concern is raised:

- appendix 1: adult safeguarding decision guide
- appendix 2: body map
- appendix 3: concern proforma

Pressure ulcers, which are largely preventable, cause distress to individuals and their families and create financial pressures for the NHS. While the treatment of pressure ulcers is mainly clinical, prevention is a shared responsibility.



Appendices 1 to 3: adult safeguarding decision guide, body map and concern proforma

Published 16 January 2024

Contents

- Appendix 1: adult safeguarding decision guide.....
- Appendix 2: body map
- Appendix 3: adult safeguarding concern proforma regarding pressure ulcers.....

Guidance:

<https://www.gov.uk/government/publications/pressure-ulcers-how-to-safeguard-adults/safeguarding-adults-protocol-pressure-ulcers-and-raising-a-safeguarding-concern#safeguarding-concern-assessment-guidance>

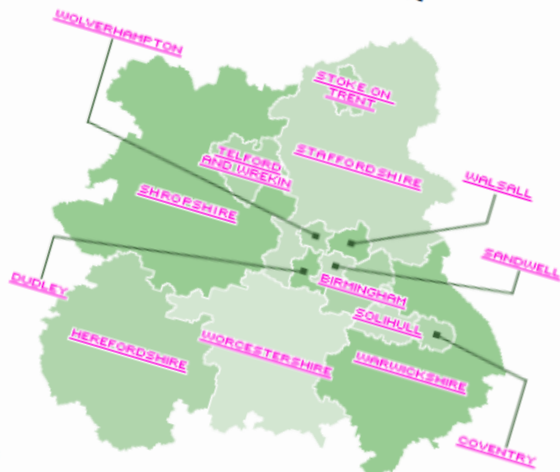
Appendices:

<https://www.gov.uk/government/publications/pressure-ulcers-how-to-safeguard-adults>



Adult Safeguarding:

Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands.



Version: 2.0
Date of issue: 1st November 2019
Document owners: West Midlands Adult Safeguarding Editorial Group

Version control – v2.0

Adult Safeguarding:
Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands.

2024 version expected on 1st April 2024

Vivi is a Senior Lecturer at the Tizard Centre, University of Kent. She will be discussing an NIHR (School for Social Care Research) funded project exploring internet use and safety for people with intellectual disabilities.

Many people with Intellectual Disabilities have internet access and use social media. This can be positive, but can also come with risks. Adults with Intellectual disabilities face barriers accessing and using the internet, limiting the benefits that it has to offer. In this seminar, Vivi will discuss the findings from the Safer Online Lives project. The online experiences of adults with Intellectual Disabilities, as well as the experiences of their carers and professionals working with them, will be explored. Finally the co-development of a bespoke app used by people with intellectual disabilities to navigate different potential online scenarios will be presented, with a particular focus on how people respond to risks, barriers, and potential opportunities online.

Tizard Research Seminar Series 2023-2024

University of
Kent

Dr Paraskevi Triantafyllopoulou
March 14, 2024 5-6pm

Safer Online Lives: Internet Use and Safety for People with Intellectual Disabilities

Vivi is a Senior Lecturer at the Tizard Centre, University of Kent. She will be discussing an NIHR (School for Social Care Research) funded project exploring internet use and safety for people with intellectual disabilities.

Many people with Intellectual Disabilities have internet access and use social media. This can be positive, but can also come with risks. Adults with Intellectual disabilities face barriers accessing and using the internet, limiting the benefits that it has to offer. In this seminar, Vivi will discuss the findings from the Safer Online Lives project. The online experiences of adults with Intellectual Disabilities, as well as the experiences of their carers and professionals working with them, will be explored. Finally the co-development of a bespoke app used by people with intellectual disabilities to navigate different potential online scenarios will be presented, with a particular focus on how people respond to risks, barriers, and potential opportunities online.



To book a place you can scan the QR code or click [here](#).

[https://events.teams.microsoft.com
/event/be21eb98-2070-4bb5-
9704-
77467806077c@51a9fa56-
3f32-449a-a721-3e3f49aa5e9a](https://events.teams.microsoft.com/event/be21eb98-2070-4bb5-9704-77467806077c@51a9fa56-3f32-449a-a721-3e3f49aa5e9a)



Safeguarding Adults Review second analysis

14:00 - 16:00 Wednesday, 27 March 2024

There is a Safeguarding Adults Review second analysis webinar with Research in Practice with Professor Michael Preston-Shoot.

This open access webinar will present the results of the second national analysis of Safeguarding Adult Reviews in England. It will present a detailed analysis of the types of abuse and neglect, and the nature of adult safeguarding concerns as reported in 652 reviews. This analysis will offer both a regional and a national perspective. Some comparisons will be made with the first national analysis.

The webinar will then present the findings and recommendations from a stratified sample of 229 safeguarding adult reviews across five domains – direct practice, the team around the person, organisational support for practice, governance and the national context within which adult safeguarding is situated. Finally, some suggestions will be offered for improvement priorities.

Book your place here (registering for an account is required)

<https://www.researchinpractice.org.uk/adults/events-learning/2024/march/safeguarding-adult-review-second-analysis/>



Local Government Association Resources

Local Government Association
adass
Partners in Care and Health

Safe Care at Home Webinar

Wednesday 28 February 2024 - 2:00PM – 4:00PM
Partners in Care and Health

Local Government Association
adass
Partners in Care and Health

Handling Online Abuse and Intimidation

Miranda Smythe
The Baikie-Wood Consultancy Ltd

Local Government Association
#DebateNotHate
Civility in Public Life

<https://www.local.gov.uk/events/past-event-presentations/handling-online-abuse-webinar-5-march>

<https://www.local.gov.uk/events/past-event-presentations/safe-care-home-28-february-2024>

Recording of Domestic Homicide Oversight Mechanism HALT Research Reports: Adult Social Care is now available

Details

The Domestic Abuse Commissioner for England and Wales hosted a virtual webinar to discuss the outcomes and findings from the recently published Domestic Homicide Oversight Mechanism Reports in relation to 'adult social care'.

Aims

- To highlight key themes emerging from domestic homicide reviews to national leaders of public agencies, and to build support for the implementation of DHR recommendations within national leadership.
- To update stakeholders around DHOM and present overview of findings.
- To increase awareness of proposed models for local oversight to be piloted in 2024.

Access the recording here - <https://events.teams.microsoft.com/event/e5a86c24-cf12-4dbc-bcf8-a93ad55760eb@f24d93ec-b291-4192-a08a-f182245945c2/attendee/eb46ef07-e8e0-473c-8084-4e0b05e6d889>



Home Office

Laura Farris, the Minister for Victims and Safeguarding, quotes:

“Women leave abusive partners at what is often the lowest point in their lives. The most common issues - kids, lack of money and confidence, fear of reprisal - keep so many victims locked into dangerous and harmful situations for far too long.”

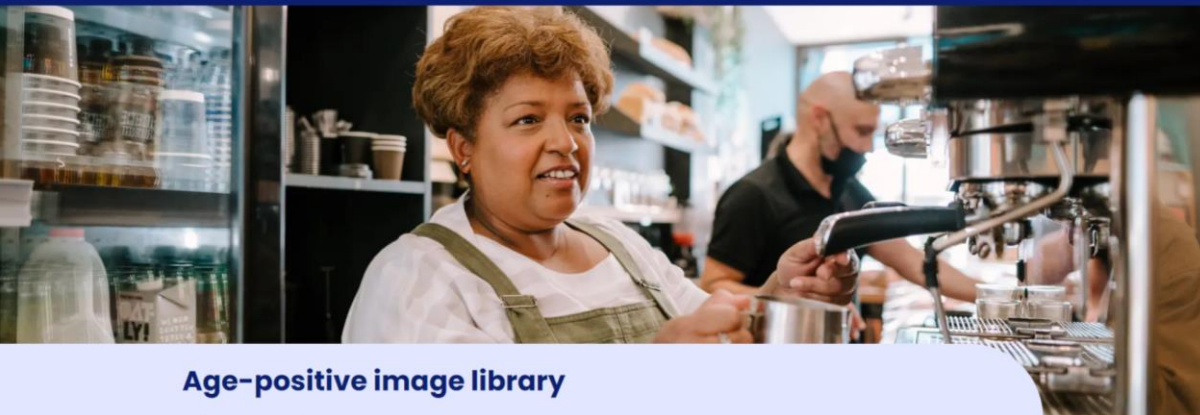
The Home Office launches flee fund for those escaping domestic abuse

The Home Office has launched a £2 million “flee fund” for victims/survivors of domestic abuse in partnership with Women’s Aid. The fund is intended to offer financial support to cover basic necessities, to help enable victims/survivors to escape their abusers, and can also be used for security measures such as locks and CCTV systems.

How it works - Someone looking to escape domestic abuse can contact their local frontline support service (over 470 in England and Wales) and apply for an initial one-off payment of up to £500. This payment is intended to cover necessities such as groceries, clothing, nappies, and accommodation support. A further one-off payment of up to £2,500 is available to help the victim/survivor with longer term stability such as a rent deposit. The follow-up payment is designed to prevent victims/survivors from having to return to live with their abusers for economic reasons.

Who is eligible for the Flee Fund? Women’s Aid has provided a comprehensive guidance document, including full details of who is eligible for the two funds. Read [here](#).

Reference: Employers’ Initiative on Domestic Abuse (2024) *The Home Office launches flee fund for those escaping domestic abuse*. London: EIDA.
<https://www.eida.org.uk/news/home-office-launches-flee-fund-those-escaping-domestic-abuse>



Age-positive image library

We've created the first free library showing positive and realistic images of over 50s.

The photos show a more realistic depiction of ageing – to help challenge stereotypes of older people. The library, which contains over 3,000 images and is regularly updated, is available for anyone to use for free.

Want to create your own personalised collection of photos? [Make an account below.](#)



Centre for Ageing Better Image Library is Moving!

Now accessed on the campaign website

https://www.agewithoutlimits.org/image-library?utm_source=Image+Library+Users+Feb+2024+legitimate+interest&utm_campaign=cf4e5f68a2-LI+image+library+update&utm_medium=email&utm_term=0_-cf4e5f68a2-%5BLIST_EMAIL_ID%5D



Are you ageist? England's first ever anti-ageism campaign launches

The Centre for Ageing Better is launching Age Without Limits, a hard-hitting new campaign highlighting the issue of ageism. The charity warns of the 'scarring' impact of ageism on us as we get older – on our health, job prospects and the way we live our lives with a knock-on effect on our society and the economy.

We Need to Change the Way We Think About Ageing - Most of us unwittingly hold ageist beliefs - do you? Will you 'take the challenge'? Take the challenge here

<https://www.agewithoutlimits.org/>

- Half of people aged over 50 in England experienced age discrimination in the last year
- At least a third of people hold ageist beliefs
- 1 in 5 employers believe that age discrimination occurs in their organisation
- Ageism is the most widespread form of discrimination in the UK*
- Children as young as 3 begin to develop stereotypes about older people
- Only 1 in 20 TV adverts feature people aged 70 or older
- Ageism can cause people to delay seeking treatment for a health issue

Find out more about the campaign on the Age without limits page

<https://www.agewithoutlimits.org/>

Find out more about the Centre for Ageing Better here <https://ageing-better.org.uk/>



Lunch and learn recording - key aspects of legal and health future planning **From 23rd of February 2024, 12-1pm, MS Teams**

The Telford and Wrekin Safeguarding Partnership (TWSP) hosted an online seminar to raise awareness around all matters related to key aspects of legal and health future planning for both the people you help support along, with useful information for your own lives. The session was delivered by Oliver Nicholas (Solicitor for Adult Social Care) and Kathy George (Head of Adult Safeguarding, MCA & Prevent Lead at Shropshire and Telford Hospitals Trust) and covered the following topics:

- Roles and responsibilities of appointees, deputies and attorneys
- Office of the Public Guardian
- Living Wills
- Do Not Resuscitate orders and Advanced Decision to refuse care
- Respect forms to express a person's wishes and feelings over health and wellbeing

Access the recording [here](#)



Advocacy Awareness Webinar recording from 25th January 2024

This session was delivered by POhWER, a charity which helps people who, because of disability, illness, social exclusion and other challenges, find it difficult to express their views or get the support they need. POhWER provide statutory advocacy in Telford & Wrekin, and many other local authority areas across the country. The session covered the following topics:

- What is advocacy?
- Why is it needed?
- Who can benefit?
- Why is it needed?
- How to access it?
- How you can help?

Access the recording [here](#)

[Click here to download a copy of the slides](#)



Safeguarding Adults Review - Adult P - published February 2024

Adult P lived alone with little information known about his immediate family. He suffered a back injury in 2019 and, as a result his mobility was limited, and he used a mobility scooter. Adult P suffered with other physical health issues. He had a history of falls, mental ill health, drug and alcohol use. **Concerns were raised that Adult P was allowing people into his home, and they were threatening him.** A safeguarding adult enquiry was opened regarding **financial abuse** and **exploitation**.

Agencies worked hard to support Adult P and reported that his home was in a poor condition, cluttered and hoarded. Subsequently, after experiencing a fall at home in August 2021, Adult P activated his community alarm to request assistance. Unfortunately, when an ambulance arrived the next morning, Adult P was found to have passed away.

This review specifically examined the factors contributing to the delay in responding to the alarm and the circumstances surrounding his death. In doing so, it provides important system learning on the role and use of alarm systems to support individuals who are living in the community.

Key themes explored:

- the effectiveness of the responses to the initial safeguarding concerns (in September 2020)
- the response of the community alarm provider
- the assessment of risk to Adult P by his housing providers, and their responses
- the multi-agency response to Adult P's mental health concerns about his safety

You can find out more about this SAR [here](#) including a summary



Research and analysis - Flow of rough sleeping research report

Research into the flow of rough sleeping, to gain a more detailed understanding of individuals' journeys before sleeping rough.

This research consisted of qualitative case studies into the flow of rough sleeping, to gain a more detailed understanding of individuals' journeys before sleeping rough and the key drivers, including whether any opportunities for prevention were likely missed; and gain a better understanding of strategies and approaches to preventing the flow of rough sleeping at a local level, including the role of data and evidence as well as that of different authorities and institutions.

You can access the report here <https://www.gov.uk/government/publications/flow-of-rough-sleeping-research-report>



Discharge from Mental Health Inpatient Settings

The Department of Health and Social Care (DHSC) has published **new statutory guidance** for [discharge from all mental health and learning disability and autism inpatient settings](#) for children, young people and adults. This guidance sets out how health and care systems should support the discharge of people from mental health inpatient settings. The guidance was published alongside an update to existing guidance for [discharge from general \(acute and community\) hospitals](#) and there is also new guidance for [discharging people at risk of or experiencing homelessness](#) – which is for staff in care transfer hubs and others involved in planning discharge of patients (including NHS, local authority, housing and other partners).

It includes examples of best practice, including step by step guides and example pathways, which can be adapted to suit local practices, for discharging patients:

- at risk of or experiencing homelessness
- with safeguarding concerns
- with no recourse to public funds (NRPF)

This quick guide (discharging people at risk of or experiencing homelessness) builds on the [Home First: Discharge to Assess and homelessness guidance](#) produced by the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS).

The Sexual Abuse of Older People - An Hourglass Webinar Recording (January 2024)



On the 25th January 2024, Hourglass presented this webinar on the sexual abuse of older people with an expert panel.

Panellists:

Amanda Warburton-Wynn: Independent Researcher

Mary Harrington: Hourglass Trustee

Kate Worthington: Revenge Porn Helpline

Maria Putz: Limeculture

Poppy Everton: Hourglass



You can watch the webinar recording [here](#)

Webinar links:

Revenge Porn Helpline Website: <https://revengepornhelpline.org.uk/>

Limeculture: <https://limeculture.co.uk/>

Amanda's Research, Sexual Abuse of Older People in Hospitals:

<https://knowledgebank.wearehourglass.org/library/pdf/Sexual%20Violence%20and%20Assault%20against%20older%20people%20in%20hospitals%20in%20England%202021.pdf>

7-minute briefing on Managing racial abuse towards staff from people who lack capacity



Section 01 - Why do we need to think about this?

In a Safeguarding Adult Review (SAR) due to be published by NSAB later in 2021, learning was identified in respect of care and nursing staff who were routinely subject to racist and other abuse from patients in a private hospital setting.

Employers are required, under the Equality Act 2010, to protect their staff from discrimination relating to race, gender, religion or other protected characteristics. This can be a challenge when those adults being abusive have some impairment to their mental capacity, e.g. people living with dementia, acute or long-term mental health conditions, or learning disabilities.

Note: where people who use services are assessed as having no impairment to their mental capacity (in respect of the language and/or aggression they are using and the way they are directing it), standard processes for reporting such abuse, including hate crime must be followed.

Section 02 - Why is it a problem?

Consideration of the adult's understanding and any consequence for the behaviour is needed. Some actions that might be taken (in terms of the adult who lacks capacity) may have the potential to be experienced by them as a punishment, without making a real change to the behaviour (e.g. they can't have a treat or go on a trip). Incidents are rarely prosecuted where capacity is impaired. Moving staff to another ward or area is not always helpful as this can be seen as both rewarding the adult for their behaviour and punishing the victim. Where racist or other abuse becomes normalised in any setting it contributes to a negative culture, rather than promoting a positive and open environment where poor practice can be challenged.

Section 03 - So what can be done?

There should always be some consideration of what practical steps can be taken with the adult – bearing in mind limitations due to impaired capacity e.g. what is least restrictive, any legal boundaries; proactive engagement with the patient / adult is needed, not just reactive.

There is increasing emphasis on the use of positive behaviour support (PBS) which is a strategy to support behaviour that may be seen to challenge others; there is training on this widely available for staff and organisations. PBS starts with understanding the behaviour of an individual, by assessing the social and physical environment in which the behaviour happens, includes the views of the individual and everyone involved, and uses this understanding to develop tailored support that improves the quality of life for the person and others who are involved with them.

Where it may be unrealistic to expect some adults receiving care and support to stop being abusive, because of the level of cognitive impairment they experience, the responses to incidents and support for staff on the receiving end is key.

Section 04 - What happens if we ignore the issue?

If nothing is done, there is likely to be considerable impact in terms of staff turnover, service instability, impact on how staff work with patients / adults i.e. potential increase in safeguarding incidents or neglect.

Where racial abuse is seen as 'low-level' and not worth reporting it quickly becomes normalised - it becomes acceptable that black, Asian and other minority ethnic staff will be subject to types of abuse that white staff are not, and can create toxic environments for both staff and the adults they are supporting.

Section 05 - How does this perpetuate the problem?

If there is no visible action seen as a result of reporting, staff feel there is "no point" in doing it – this contributes to a culture where racial abuse is not challenged and is then more likely to occur; if the concerns are not recognised at a strategic level, risk is neither recognised or mitigated.

Section 06 - Responsibilities for providers and organisations

Organisations / care providers should have a clear policy on how such incidents will be managed. Staff should be encouraged to report incidents and given emotional and practical support – for example, individual / peer / community debrief after an incident. Feedback should be given both in terms of individual events and thematic review.

Section 07 - Further reading

Skills for Care [Supporting-social-care-employers-to-prevent-and-manage-abuse-and-violence-FINAL-091014.pdf](https://www.skillsforcare.org.uk/media/10000/Supporting-social-care-employers-to-prevent-and-manage-abuse-and-violence-FINAL-091014.pdf) (brookes.ac.uk)

Caselaw example – employment tribunal [Mr_C_Bessong_v_Pennine_Care_NHS_Foundation_Trust - 2403971_2017 - Final.pdf](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/640811/Mr_C_Bessong_v_Pennine_Care_NHS_Foundation_Trust_-_2403971_2017_-_Final.pdf) (publishing.service.gov.uk)

[Statement on tackling racism within health and social care](https://www.cqc.org.uk/publications-and-reports/2018/07/2018-07-20-statement-on-tackling-racism-within-health-and-social-care) | Care Quality Commission (cqc.org.uk)

Norfolk Safeguarding Adults Board 2021

<https://www.norfolksafeguardingadultsboard.info/document/617/7-Minute-Briefing-Form-Managing-Racist-Abuse-28.7.21-V2.pdf?t=e8313bb1151232868981384b9dc700e87e65c51a>



Research

An opportunity to get involved in PhD research about consent and the Mental Capacity Act

Find out more from Jay Kirkham at
j.kirkham3@keele.ac.uk

PARTNERS
IN CARE

Keele
UNIVERSITY

An Invitation to all Social Care Managers, Support Workers and Care Workers

Would you like to participate in research exploring Consent and the Mental Capacity Act?

- The research aims to listen to the experiences of social care practitioners using mental capacity law in practice.
- The purpose is to help inform and improve training around the law to support practice.

Interviews will take place between October 2023 to April 2024 either at your place of work, Partners in Care offices in Shrewsbury or online

Participants will be entered into a PRIZE DRAW to win £100 of Partners in Care training credit!

THIS IS KEELE

Find out more from Jay Kirkham at j.kirkham3@keele.ac.uk

MCA Webinars



- £18 members, £25.00 non-members
- Book here - <https://www.partnersincare.org.uk/training-courses/mca-dols/mca-and-dols-webinar>

Watch previous webinars (3 months after the event) here –

<https://www.youtube.com/playlist?list=PLR7h4BzDDmvRKI8NFFtHQiRe4-HB3hRT1>

The screenshot shows a YouTube playlist interface. On the left is a video player for 'Deprivation of Liberty Safeguards' with a thumbnail showing two women embracing. Below the player, the playlist title is 'Partners in Care Mental Capacity and Deprivation of Liberty Safeguards', it is public, and contains 5 videos with 95 views, last updated on 20 Feb 2024. Playback controls for 'Play all' and 'Shuffle' are visible, along with a 'No description' note.

On the right, a list of five videos is shown with their titles, view counts, and upload times:

- Partners in Care MCA and DoLS Webinar 5 – Back to Basics, Deprivation of Liberty Safeguards (39 views, 10 days ago, 1:09:31)
- Mental Capacity - Lasting Powers of Attorney and Court Appointed Deputies (16 views, 2 months ago, 49:14)
- Decision Making - Tips and Reminders for Assessing Capacity (42 views, 5 months ago, 1:05:14)
- MCA Webinar - Choice and All That Jazz, Choice in the Context of the Mental Capacity Act, March 2023 (104 views, 8 months ago, 57:56)
- Preparing for the Implementation of the Liberty Protection Safeguards (November 2022) (51 views, 11 months ago, 1:12:06)

MCA Resources - Post Webinar



Karen Littleford • 23h

Partners in Care MCA and DoLS Webinar and Newsletter Resources

Scroll down in each section to access the resources. Access to these resources is a benefit of attending the live webinar.

- Newsletters**
 - December 2023 MCA/DoLS Newsletter (3mo)
 - September 2023 MCA/DoLS Newsletter (5mo)
 - June 2023 MCA/DoLS (8mo)
- PowerPoint Slides**
 - November 2023 - Back to basics - Deprivation of Liberty Safeguards (10d)
 - September 2023 - Lasting Powers of Attorney and Court Appointed Deputies (5mo)
- Previous Webinar Recordings (public after 3 months)**
 - DoLS - Back to Basics DoLS (November 2023) (7d)
 - Mental Capacity - Lasting Powers of Attorney and Court Appointed Deputies (September 2023) (3mo)
- MCA Webinar Flyers**
 - MCA Webinar 6, March 11th, 2024, 3:00pm-4:30pm, Policies, Procedures and the Mental Capacity Act, How Does it all Fit Together? (9d)
- MCA Tools, Templates and Resources**
 - Mental Capacity Act Card 2022 (23h)
 - DoLS Tool - When Do I Make a Deprivation of Liberty Safeguards (DoLS) Application to The Council? (3mo)

- June 2023 - CARRYING OUT AND RECORDING CAPACITY ASSESSMENTS, March 2023
- Mental Capacity Guidance Note Capacity Assessment March 2023
- January 2023 Supported Decision-Making Toolkit for People with Communication Difficulties (see also webinar recording and slides from National Mental Capacity Forum)



MCA Cards

Have you seen
the updated 5 +
3 cards?


<https://www.shropshire.gov.uk/media/23231/mca-5and3-card.pdf>

Mental Capacity Act 2005

Remember to use the 5 and 3 to assess capacity

5 Principles to guide you

- 1) Presume capacity
- 2) Do all you can to support decision making
- 3) Do not decide someone lacks capacity just because they make an unwise decision
- 4) If a person lacks capacity for a decision you must act in their best interests and
- 5) You must aim to choose the less restrictive option



3 Questions to help you



- 1) Can the person do all the following?
 - Understand the information relevant to a decision
 - Retain the information long enough to make a decision
 - Use and weigh the information to make a decision
 - Communicate their decision - by any means possibleIf at least one of these requirements can't be met - you must ask:
 - 2) Does the person have an impairment or disturbance in the functioning of mind or brain?
If so
 - 3) Is this the reason that they cannot make the decision?

Best Interests Decision Making - applies when the person lacks mental capacity.

Decision Making – Statutory Checklist	Questions for Decision Makers
<ul style="list-style-type: none">• Do not discriminate - avoid assumptions based on age, disability, behaviour etc• Consider all relevant circumstances• Consider the person's past and present wishes, feelings, beliefs and values• Involve the person in the decision making• Might the person regain capacity, does the decision need to be made now?• Consult others e.g. family and friends, care providers, other professionals• For life sustaining treatment, do not be motivated by the desire to bring about the person's death	<ul style="list-style-type: none">• Are you certain you have provided all possible support for the person to make their own decision?• Is there a Lasting Power of Attorney (LPA) or Deputy appointed?• Is the decision within the LPA/Deputy's power to make?• Is there an Advance Decision to Refuse Treatment?• Have you involved an Independent Mental Capacity Advocate (IMCA) i.e. in all un-befriended decisions about serious medical treatment or change of accommodation; in certain safeguarding situations; and in some care reviews?• Are you certain about the available options and which are less restrictive?

Best Interests Decision Making does not replace Care Act duties

For training requirements contact:
Joint Training Team
Tel: 01743 254 734
E-mail: joint.training@shropshire.gov.uk
<https://shropshire.gov.uk/joint-training>





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