

UPDATE

Completion of the Gemma Hayter Serious Case Review Action Plan: 'Work to safeguard vulnerable adults must continue'

In response to the Gemma Hayter Serious Case Review, a range of work has been undertaken to respond to the recommendations, resulting in some significant service changes:

Cross agency developments

- Health and care agencies have reviewed and improved staff guidance and training. For example, all staff in Warwickshire County Council's Learning Disability Care Management Services have been given the opportunity to take part in bespoke training developed as a result of the learning taken from the Gemma Hayter Serious Case Review.
- Social care and housing services staff work more closely together. There is guidance in place to remind social care staff of the importance of responding to and sharing information in a timely way. Training is continuing to increase the awareness and understanding of the needs of vulnerable adults and how to utilise safeguarding processes when needed.
- Vulnerable Adults Conferences are being developed. Also known as Harm Reduction Hubs, Vulnerable Adults Conferences are meetings where information is shared between police, social care, health, housing and other specialists from statutory and voluntary sectors to intervene where necessary and protect vulnerable adults from harm. The board is currently developing a model for Warwickshire.
- In addition to responding to the specific recommendations in the Serious Case Review, a range of other developments have been progressed to improve services and keep people safe. In partnership with Warwickshire Police, Warwickshire County Council launched the Safe Places scheme. A consultation with people with learning disabilities showed that 50% of those who took part said that they had been a victim of hate crime. Safe Places are community places (e.g. a shop or community centre) where vulnerable people can go to get help if they feel unsafe or at risk when they are out and about. There are currently more than sixty-five Safe Places in Warwickshire with more planned over the coming year. The Hate Crime Reporting Card has also been introduced and holds useful information about a person's health and support needs, plus their emergency contact details. This helps people with learning disabilities to get help fast and enables staff at a Safe Place to understand how to support people better who may be at risk.

Adult Social Care and Support

- Warwickshire County Council has invested in additional staff to respond to safeguarding concerns and has formed a specialist team. The Safeguarding Adults Short Term Team act as the first point of contact for all safeguarding alerts raised within the county and a recent formal service review has concluded that these arrangements deliver authoritative, timely and informed interventions.
- Warwickshire County Council has changed the way it monitors contracts and service quality. As the Safe Places initiative has been put in place, the county council has developed clauses in contracts so that providers ensure appropriate hate and hate crime policies and training are in place to better protect customers in the community.
- Advocacy is available for those who need help to make choices. Independent advocacy support is available for people with learning disabilities. Advocacy provides people who, perhaps due to disability or frailty, need support to make choices and ensure their voice is heard. Peer (group) advocacy support is also available for people with learning disabilities. In partnership with Warwickshire Police there has been a recent peer advocacy campaign to raise awareness of what hate and hate crime is and how to report it.
- People with learning disabilities who use services are influential in developing and reviewing services. Warwickshire County Council supports a group of people with learning disabilities who have been specially trained to act as inspectors of care services on behalf of their peers. This group of people, who use services themselves, have developed some Quality of Life standards to help measure how good services are at supporting people. This work will contribute to national Quality of Life standards for people with learning disabilities.
- The county council is improving support to children and young people, making a smooth move from children's to adults' services.
- Community facilities are being made more accessible for people with learning disabilities and their carers. In addition to Safe Places, Warwickshire County Council has worked with partners to develop six Community Hubs in Warwickshire for people with learning disabilities and their carers to get information and advice locally.
- The Vulnerable Adults Short Term Support Service is being introduced. The council is currently developing plans for a framework of providers to deliver short term support for vulnerable adults who might not meet eligibility criteria or who disengage with statutory agencies. The framework has been designed to ensure that personal circumstances, or diagnosis of a condition where not clearly defined, will not prevent or delay access to appropriate and timely support.

Health

- The Coventry and Warwickshire Partnership Trust, which provides mental health services, has improved its referral processes assessing their services through Single Point of Entry.
- The Coventry and Warwickshire Partnership Trust have reviewed their training programme which now includes hate and mate crime and have developed an operational safeguarding Link Group. The group covers both children and adults where vulnerable cases that have a safeguarding concern can be discussed, with a view to getting a better outcome for the service user and the staff working with the bespoke safeguarding cases.
- The innovation of NHS Phone Help enables other professionals to call in NHS help when needed, which improves communication between different agencies.
- The development of a Health Sub Group for the Warwickshire Adults Safeguarding Board enables all health agencies within the county to work together to ensure the health services across Warwickshire implemented the recommendations and learned the significant lessons from Gemma Hayter Serious Case Review . This work continues by reviewing other lessons learnt from other serious case reviews from a local and national perspective.
- Clinical Commissioning Groups (CCGs), who commission local health services, have executive-level representation on the safeguarding board and directly report key issues to their GP safeguarding leads for onward cascade to member practice GPs.
- All GPs have received from the British Medical Association a copy of 'Safeguarding Vulnerable Adults - A Toolkit for General Practitioners', which outlines their responsibilities within adult safeguarding. Safeguarding training was brought up to date by CCGs during 2012/13 and 2013/14 and on-going responsibility lies with the NHS England area team.
- Contracts with NHS providers contain several performance indicators for safeguarding and CCGs proactively monitor these for assurance.
- West Midlands Ambulance Service (WMAS) has continued to develop its reporting processes for vulnerable adults to ensure a robust system is in place, and ensures the organisation works in partnership with other agencies to share information as appropriate.
- All frontline clinicians in WMAS are trained to a minimum standard of level 2 safeguarding awareness and the organisation fully embraces regular education and training on a variety of safeguarding related topics.

Warwickshire Police

- Warwickshire Police has worked with Warwickshire County Council to introduce the Safe Places scheme.

District and Borough Councils

- At a senior level, the membership of the Warwickshire Safeguarding Adults Board has been reviewed and now includes representation from the District and Borough Councils (who have responsibility for Housing Services) and this group has its own sub-committee which reports its progress to the board.

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