



Welcome to the 2020 special edition Derbyshire National Safeguarding Adults Board (DSAB) newsletter for Safeguarding Adults Week 16th to 22nd November 2020.

The DSAB is proud to support National Safeguarding Adults Week. It is an opportunity for us all to focus on safeguarding issues which affect adults in Derbyshire and to increase awareness of the role we can play in helping to prevent abuse and neglect.

The week was first launched in 2018 by the Ann Craft Trust, a national charity which aims to minimise the risk of abuse of disabled children and adults at risk.

During Safeguarding Adults Week, the DSAB is taking the opportunity to share as much information as possible with practitioners and the public about recognising and reporting abuse, as well as focussing on key areas highlighted in the Ann Craft Trust's campaign.

- Safeguarding and Wellbeing
- Adult Grooming
- Understanding Legislation
- Creating Safer Places
- Organisational Abuse
- Sport & Activity
- Safeguarding in Your Community

Information and resources linked to the topics above are available from the [Ann Craft Trust](#).

We would like to thank Board members and colleagues from our SAB agencies who have taken the time to write articles for this newsletter, sharing their knowledge, expertise and thoughts about topics such as organisational abuse, grooming and Making Safeguarding Personal (MSP).

In this special Safeguarding Adults Week 2020 edition:

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Message from our Independent Chair

Hello, I am Andy Searle and I Chair Derbyshire's Safeguarding Adult Board. I do so to bring an Independent element to the partnership work involving the abuse and neglect of adults at risk

The past few years have seen the Board producing newsletters and I hope you have found them both interesting and useful.

This edition coincides with National Safeguarding Adults week, which enables more of a 'FOCUS' on Safeguarding Adults than normal and brings to the fore the need we must have in preventing abuse and neglect and protecting those who need 'HELP' (more on that in a minute).



I think we must accept this year has been like no other. As a community we have had to do things differently and think, perhaps more so than ever before, about the vulnerabilities of others and the need to keep them safe whilst not forgetting ourselves. In general, the response to government guidelines have been adhered to; however, the COVID-19 pandemic has caused suffering and misery – we are still asked to do more and more (or less). The impact on the wellbeing of adults at risk, including those shielding, is greater than those who are fit and healthy. The response from Health, Adult Care and all key workers has been 'stretched'. Without the 'HELP' of the voluntary sector and the public, the struggle would probably have been greater than if not forthcoming.

BUT! We all have a responsibility to those less fortunate than others, whether it's through a sickness, illness or simply ageing – we will all need extra 'HELP' sometime in our lives. The work of the Safeguarding Adults Board pulls together an agreed approach in the way we 'HELP' those at risk of abuse and neglect by deliberate actions or caused accidentally.

Abuse and neglect are a reality and this newsletter will highlight that reality. This is not to make the reader frightened and concerned, but to give hope that there is 'HELP' available and that together we can make a difference.

I wish to express my thanks and gratitude to all those working, caring and volunteering to support those adults which are most at risk – without your support and 'HELP' things would be much worse, so thanks"

I will end my contribution with some of the lyrics from the Beatles song called '[HELP](#)' as I feel the words sum things up pretty well.

I need somebody

(Help!) not just anybody

(Help!) you know I need someone

Help!

I never needed anybody's help in any way

But now these days are gone, I'm not so self-assured (but now these days are gone)

(And now I find) Now I find I've changed my mind and opened up the doors

Help me if you can, I'm feeling down

And I do appreciate you being 'round

Help me get my feet back on the ground

Won't you please, please help me?

Songwriters: John Lennon/Paul McCartney

Look after one another

Andy Searle, Derbyshire Safeguarding Adults Board Independent Chair

What we're doing to mark Safeguarding Adults Week 2020

New - Safeguarding adults animated film



The Derbyshire Safeguarding Adults Board has launched a new animated film to raise awareness of safeguarding adults

The film gives an overview of the many ways abuse can take place and explains how to report concerns. It's available with subtitles in English, Polish, Romanian, Simplified Chinese and Urdu - there is also a version with a British Sign Language interpreter.

An adult at risk of abuse or neglect is someone aged eighteen-years or over, has care and support needs and is not able to protect themselves from abuse or neglect.

Abuse can be caused by a stranger, or someone known to the victim. It can happen anywhere from someone's home, in the community, at work, or another institution, such as a hospital or care/nursing home.

An important part of safeguarding is helping people to be as independent as possible and make choices about how they want to live.

We've included on our website the links to watch the film - [Identifying and reporting abuse and neglect](#)

Sadly, there are lots of ways people can be abused

- Physical abuse
- Domestic abuse
- Sexual abuse
- Emotional abuse
- Financial and material abuse
- Modern slavery
- Discriminatory abuse
- Organisational and institutional abuse
- Neglect
- Self-neglect



Contacts

In an emergency stay safe and contact the Police. **Telephone 999**. If the person is not in any danger now but there has been a crime, contact the Police. **Telephone 101**.

If you're deaf, hard of hearing, have a hearing loss, or are speech impaired, you can use emergencySMS by texting 999 from your phone.]

To access the service, text the word 'register' to 999; you will then receive an automatic text response, which contains some information about the service – it is advisable to read the information. Once you are ready to proceed with registration, reply to the message by texting 'Yes' back. You will then receive a 'success' response confirming that your mobile is now registered.

Please remember if you change your phone number you'll need to register the new number with the service again. And if you ever need to text you are still registered for the scheme, just text 'register' to 999 and you will be sent a confirmation message – there is no need to send a text message. Alternatively use the NGT Relay Assistant by dialing 18000 from the app or textphone. Text relay offers text-to-speech and speech-to-text translation services.



Reporting abuse

- In an emergency stay safe and contact the Police by phoning 999.
- If the person isn't in any danger now, but there's been a crime, contact the Police by phoning 101.
- If you're deaf, hard of hearing, have a hearing loss, or are speech impaired, you can use emergencySMS by texting 999 from your phone (you'll need to have registered your mobile number first, though).

If you're worried about yourself or someone else with care and support needs being abused or neglected, please contact Call Derbyshire. by phoning 01629 533190. You can phone Call Derbyshire anonymously without revealing your name.

If you prefer to use British Sign Language (BSL) you can use a SignLive video interpreter. This service is available Monday to Friday from 8am to 6pm.

To accompany the animated film, we've produced an 'Adult Safeguarding' guide in PDF format that can be downloaded from our website.

Please remember - There Is No Excuse for Abuse



Webinars - Cybercrime and Online Safety Briefing - 17th and 18th November 2020

Cybercrime accounts for over 33% of all crime recorded nationally and is the one crime to which people are more likely to fall victim.

Derby and Derbyshire Safeguarding Adults Boards are working with Community Safety, the Police and other partners to raise awareness about the importance of online safety and to reduce the risk of Derbyshire residents becoming victims of any form of cybercrime.

As part of Safeguarding Adults Week, we're holding two Cybercrime and Online Safety webinar sessions on 17 and 18 November 2020.

Fifty places were on offer at each session on a first-come-first-served basis and we are pleased to report that both sessions are fully booked.

The objectives of the session are for people to:

- Understand what cybercrime is
- Receive advice about how to be safer online
- Be able to advise service users how to be safer online
- Know how to report cybercrime and access support for victims

Be aware of useful resources and website to improve cyber security and online safety



Webinar - Foetal Alcohol Spectrum Disorder (FASD) - 20th November 2020



During Safeguarding Adults Week 2020 Derbyshire Safeguarding Adults Board is offering a free webinar session.

The webinar is suitable for professionals from all Safeguarding Adults Board partner agencies and we also encouraged colleagues from children's services to book a place. We are pleased to announce that this session is fully booked with a wide variety of partner agencies represented.

The objectives of the webinar are for people to:

- what FASD is and how it is caused
- how someone with FASD may present across the lifespan
- when to consider and seek a diagnosis for FASD
- how FASD is linked to safeguarding children and adults
- who to involve and where to access support

The webinar will be hosted by Joanna Buckard from [Red Balloon Training](#). Joanna is a specialist trainer and qualified Health and Social Care lecturer and has been working in the social care sector for 20 years. She previously worked for a Social Services Children and Families assessment team and as a Residential Social Worker for children with significant emotional and behavioural problems. Joanna has been delivering FASD training for 16 years and is a published author. She is also on the expert's committee for the National Organisation for FASD, has spoken in parliament, and is on the steering group for a FASD project at Salford University. She has spoken nationally and Internationally on FASD for 16 years.



East Midlands Safeguarding Adults Board FREE regional online events

SAFEGUARDING ADULTS WEEK 2020
REGIONAL EVENTS FROM EAST MIDLANDS SAFEGUARDING ADULTS BOARDS

Tues 17 Nov 2pm - 3.30pm 'Violence and Abuse Against Older Adults - Challenges and Opportunities' Dr. Hannah Bows

Weds 18 Nov 9am - 10am 'MSP Webinar' Nottinghamshire Safeguarding Adults Board

Thurs 19 Nov 2pm - 3.30pm 'The Inherent Jurisdiction of the High Court' Dr. Laura Pritchard-Jones

“
What good is it making someone safer if it merely makes them miserable?
”

LORD JUSTICE MUNNEY
Local Authority X v MM [2007]

As part of Safeguarding Adults Week 2020, FREE online events are being offered for local practitioners. These events have been organised by all of the Safeguarding Adults Boards in the East Midlands region.

The sessions are multi-agency events for practitioners working in the East Midlands: Leicester, Leicestershire, Rutland, Nottingham, Nottinghamshire, Derby, Derbyshire, Lincolnshire and Northamptonshire.

- [Violence and abuse against older adults webinar](#) (17th November 2020)
- [Making safeguarding personal webinar](#) (18th November 2020)
- [Inherent jurisdiction of the High Court webinar](#) (19th November 2020)

Places at these events can be booked through Eventbrite.

Safeguarding themes

Safeguarding and wellbeing - putting people first

Helen Jones (pictured), who is the Executive Director of [Adult Social Care and Health](#) for Derbyshire County Council, has kindly provided this article.



We used to think to make people safe we simply had to take them away from the danger.

Moving someone with social care needs out of the family home and into residential care and away from danger was thought to be the right thing to do. Much of society still thinks that's the case, judging from media reactions to cases in the public domain.

I remember one case played out in the media about someone who hoarded, where workers were sensitively supporting that individual to be safe, but the public expectation seemed to be that someone should go in with a mop, some bleach and bin bags and sort the place out – missing the point that the hoarding played a role for that person in helping them feel safe.

The Putting People First protocol launched in 2007 with cross-party agreement at government level put personalisation at the heart of social work. With that, crucially, came the understanding that we needed to distinguish between not just what is “important *for*” people but also what is “important *to*” them.

Try applying that distinction in your own life if you have never done it. In hospital this summer after an accident and a hip replacement, it was a battle to convince those looking after me that I should stop taking pain killers. It was “important *for*” me not to be in pain in the eyes of the medical professionals. But it was “important *to*” me to get home as quickly as possible and the pain killers were making me nauseous hindering my recovery. Fortunately, I was able to advocate for myself, but not all of us are able to do that, all of the time.

This dilemma is keenly played out in the current situation with COVID-19 and care homes. Whilst we all want to ensure people don’t get ill with COVID-19, the impact on someone’s health and well-being of being kept away from their loved ones, particularly when their health may not be good is just as unthinkable. It’s “important *for*” people not to get ill but for so many it’s “important *to*” them to have contact with loved ones.

Imagine someone with social care needs living in a situation with domestic violence. If they choose to stay because it is important to them not to lose touch with other family members, then it is incumbent on us to work with that complexity to ensure that we find an outcome that meets their needs in terms of well-being , not just safety. What is “important *to*” them needs consideration not just what others might deem is “important *for*” them.

This is the territory of the skilled and sensitive social work practitioner who walks alongside that person. In one case I recall a social worker engaging with the neighbour of an individual to help them to develop a protection plan. Tackling the issue whilst reducing social isolation and promoting well-being.

And as we mark National Safeguarding Adults Week, we should continue to be grateful for those professionals who are willing to step into that complexity alongside people, rather than take the easy way out.

Read more about [Making Safeguarding Personal](#)

Safeguarding and wellbeing

Carolyn Green (pictured), who is the Director of Nursing and Patient Experience with [Derbyshire Healthcare NHS Foundation Trust](#), has kindly provided this article.

We often think about safeguarding as a process and ensuring we comply. How we do things is often as important as what.

Often in our lives we are a product of the community in which we grow up, the air we breathe, the soil of our village, town or city - we are also very much products of our experiences.

In our safeguarding world sometimes our experiences that our professionals work in or our community live in are tough. No more in these times of the pandemic. We face pressure, stress, worry for our people we work with and our own physical and psychological safety.

I see our children, young people adults and their families going through hardship. I worry about the impact. I am a trust Board leader and a practicing clinician, and I feel acutely the pain of the people who we serve. I know the impacts of harm.



Adverse Childhood Experiences (ACEs) are stressful events occurring in childhood including:

- Domestic violence
- Parental abandonment through separation or divorce
- A parent with a mental health condition
- Being the victim of abuse (physical, sexual and/or emotional)
- Being the victim of neglect (physical and emotional)
- A member of the household being in prison
- Growing up in a household in which there are adults experiencing alcohol and drug use problems.

ACEs and health inequalities

Preventing ACEs should be seen within the wider context of tackling societal inequalities. While ACEs are found across the population, there is more risk of experiencing ACEs in areas of higher deprivation.

However, knowing this work and the impact, doesn't account for the power of the human spirit. We have many people with challenging life events and experiences that would floor anyone. I meet many people who have experienced life challenges that succeed, can repair, travel through their lives with battle scars but with hope. Life has knocked them down thirteen times, but they have got up fourteen times.

In this resilience or spirit, our people have survived, overcome and succeeded. This is due to the resilience that they have learned. It can be learnt; it can be taught, and it can be built into communities.

It is in our keyworkers who are the member organisations of our Safeguarding board who have navigated this first period of the pandemic and their already existing tough jobs.

It's in you and how you keep coming back to work each day.

Wellbeing is about:

- Connecting
- Taking breaks
- Noticing stress in your colleagues and the people we serve
- Having collective goals
- Talking to colleagues and saying – this is tough and asking for help
- It's about holding our community in the heart of our hands and saying we will do everything we can to safeguard our people but not at the expense of our teams, who need to be there to fight another day.
- It's about stating and being there, we will walk alongside our people as they navigate life's knocks and acknowledging and validating to the person that it's hard, but we are here. Connecting with the person is as important to their psychological recovery as their making safeguarding personal wider outcomes.

I am very proud to work in Derby and Derbyshire. Keep well and stay safe. Take a wellbeing break, walk as we need you fighting fit for our people.

Adult grooming

Fiona Macdonald (pictured), who is a Detective Chief Inspector with the Public Protection Unit at Derbyshire Police, has kindly provided this article.



Adult grooming applies to any situation where an adult is primed to allow themselves to be exploited or abused.

While it is a common assumption that grooming is only focussed on the young, identical processes are commonly used to abuse or exploit adults including the elderly and vulnerable. It has many different forms and just as many outcomes.

An offender will identify and engage a victim and work to gain the person's trust in order to break down defences and manipulate the victim. Overt attention, flattery, physical isolation, charm, gifts, normalising behaviour, gaslighting, secrecy, and threats are all commonly used during adult grooming.

Gaslighting is a term that refers to trying to convince someone they're wrong about something even when they aren't. In more extreme cases it can be a real form of abuse. When it's done repeatedly, over a long period of time, it can have the effect of making someone doubt their own ideas about things – or even question their sanity. It can have a highly negative effect on a person's self-esteem and confidence.

Adult grooming is a form of abuse that involves manipulating someone until they're isolated, dependent, and more vulnerable to exploitation.

Groomers look to exploit and manipulate. They will play on a person's insecurities and seek to isolate or distance the person from their family and friends. The effects of being groomed can be long lasting; with a loss of self-esteem, confidence, loss of relationships, loneliness, fear for personal safety, feelings of embarrassment or shame and often features within a domestic abuse relationship, where the victim gradually becomes isolated and desensitised during the relationship.

Grooming can be a very gradual process. Trust is gained and a "friendship" is formed, which can often make it difficult for an adult to report. They may also fail to report out of fear, humiliation, feeling silly and embarrassed and has led to victims taking their own lives after their life savings have been plundered.

The groomer may focus on the victim's weaknesses, offering to run errands, making themselves indispensable before exploiting and manipulating their victim.

To the victim the grooming can often feel good at first. The offender can be attentive, showing sensitivity and positive reinforcement to gain the trust of their victim. Victims can be so flattered or overwhelmed by the attention they are receiving they will often overlook or ignore warning signs that might alert them that the person who is showering them with that attention isn't trustworthy.

Gradually the abuser breaks through a victim's natural defences, gains trust, and manipulates or coerces the victim into willingly handing over money or assets or to engage in inappropriate or illegal activities. The victim often then goes on to feel confusion, shame, guilt, remorse and disgust at his or her own participation. There is often a sense of panic that comes with the threat of being exposed for engaging with activities and a fear of losing the relationship with the offender. Often the victim feels trapped, depressed or hopeless.

Grooming takes many forms including domestic abuse, modern slavery, physical and sexual abuse and financial abuse, including romance fraud; handing over their life savings in good faith; transferring money to those in "need;" shoddy workmanship in exchange for high monetary value to name a few.

As County Lines investigations evolve, it is clear there is often an element of adult grooming taking place, often starting with friendship, free or cheap drugs, looking for ways to gain their victims trust. They will start to ask for something in return, and this leads to abuse, looking to exploit a person's income or utilising a vulnerable adult's home to use to supply drugs for days at a time forcing the vulnerable adult to live elsewhere, to live in fear or be banished to a room. Acts of violence and threats are often used against the victim. Both adults and young people are known to have conducted the grooming of a victim.

Financial Exploitation; grooming of usually the elderly and/or vulnerable where individuals will scout properties that they can offer expensive property work such as driveways, roof tiling etc. Some incidents have led to people paying large amounts of money, many of whom keep money within their property, for jobs that are relatively small, or they complete the job to an unacceptable standard.

Online and telephone scams target elderly person or vulnerable victims who are tricked into providing bank details and money, believing the call to be real and handing over bank pin numbers etc to fraudsters which can lead to large amounts being taken from accounts.

Violent and controlling relationships may begin with overwhelming attention and gifts, an intense romance that makes future victims close their eyes to the red flags indicating potential abuse.

These gestures can turn into intimidation, with abusers blaming their partners for growing tensions. Victims will work hard to appease the abuser, trying to keep themselves safe and get back to the early glow. From initially making their partners feel loved unconditionally and like they can do no wrong, abusers then make their partners work hard to please them, blaming and acting hostile when they do not get their way.

Abusers often groom friends, family, and others to overlook signs of abuse and cut ties with the victim. They present as charming and helpful, so people cannot imagine the acts occurring behind closed doors. This can be overt or subtle.

Grooming helps explain why people may stay with abusers, submit to their demands, and push away others who try to help.

“After a brief period of happiness, when she left her marriage, Izzy became subject to increasingly controlling behaviour, and did not recognize this, defending him against others who had a more objective view of his risks. Over a short period in 2014, he established control of her behaviour, changing her norms, causing her to behave in ways she would not previously have tolerated. He went on to control her belongings and her finances. He stalked her through her working day, demanded her complete attention to his needs, isolating her first from friends, then from any family member who was not in agreement with him. He ‘groomed’ relatives who were supportive of the relationship if only for Izzy’s sake.” (Extract from Executive Summary of the DHR in respect of “IZZY”)

Money mules is a term given to people who are either knowingly, or unknowingly, used to transfer the proceeds of financial crime.

Typically, the fraud network has two sides: One side sends the emails or makes the phone calls, committing fraud. The other side recruit and handle the mules, so they have bank accounts ready to receive and transfer the stolen money. These are known as ‘Mule Herders’.

Mules can range from:

- The elderly, thinking they are moving money for a friend.
- Romance scam victims thinking their partner doesn’t have an account so needs helping paying bills.
- Students, being offered ‘easy cash’ by making some transfers.
- Drug users or foreign students being paid to open companies and bank accounts.

Romance fraud is an online fraud that seeks to fraudulently obtain money from vulnerable victims through the impersonation of another person and the pretence of a personal relationship. The average financial loss for a victim is approximately £18,000, and the impact of the fraud on a victim’s social, financial and personal wellbeing can be significant.

Key Considerations:

- Victims are effectively brainwashed by offenders and so it may be difficult to convince them that they are victims.
- Victims are often isolated by offenders – although this is sensitive, you need to establish a support network for the victim.
- Offenders are relentless and will continue to contact victims. Where possible ensure all methods of communication are blocked and revisit the victim at a later date to ensure they haven’t ‘relapsed’.
- Victims may have shared a lot of personal details to help set up accounts for the offender, e.g. sharing a copy of their passport, so consider relevant ‘identity theft’ measures.
- The suspect is rarely local and will have targeted others, therefore ensure the crime is reported.

“A victim was contacted via a dating website and met with the suspect for a first date. The suspect claimed financial difficulties from the outset and quickly moved in with the victim. The suspect was able to control and manipulate the victim and remain in the relationship for four years. During this time, he convinced the victim and her family that he was working with the FCA to help them with debt problems, and essentially took control of all their finances. As a result, he was able to obtain circa £150,000 over the 4-year period and the victim's parents’ house was repossessed as a direct result.”

Other acts of grooming include actual relationships where the people live together rather than just online. Some of these can include people looking to exploit financial benefits including carers allowance.

A recent incident in Derby investigated a young female who exploited a vulnerable male with no friends, leading him to believe she was in love with him and taking his money. He had capacity to make decisions, but the female had clearly groomed him over a long period of time to get to the stage where the victim believed he was in a relationship with her. She was an alcoholic and drug user, using the male to fund her habits. The victim lived with his elderly mother and had mild learning difficulties. He also had access to over £100k which the female took advantage of.

A female was recently convicted of murder after she befriended a vulnerable dementia sufferer. She gained his trust and became his self-appointed “carer” and “friend” during which time she exploited him rather than taking care of him, moving into his house before abusing and assaulting him, ultimately resulting in his death.

So, who are the victims of grooming? It could be anyone. Men, women, children, young adults, the middle-aged, the elderly, the lonely, anyone whose defences are down. Almost anyone can be vulnerable to grooming. Offenders are practiced, and often good at what they do. **You don't have to be especially gullible to fall victim to grooming**, but if people can successfully identify a potential abuser they can avoid exploitation.

Signs of Grooming

- A person becoming withdrawn or troubled by something but unwilling to talk about it. Alternatively, their emotions may become more volatile and someone may be anxious or distracted.
- Someone being isolated or manipulated may seem reluctant to see you or refuse a visit.
- You may notice someone is short of money or sums of money are missing from bank accounts.
- The person might be spending more time on the phone or online than usual but are evasive about the sites they are visiting or who they are talking to.
- They start talking about a new friend, boyfriend or girlfriend and it's not clear who they are or how they met them.
- Grooming can also lead to radicalisation. In which case, you might notice that the person starts talking about an issue or a cause that's never really interested them before.
- Evidence of new unaffordable items.
- Person going missing.
- Unexplained injuries.
- Receiving an excessive amount of texts and phone calls.
- Evidence of weapons.
- Unfamiliar people seen inside the house or flat.
- Disengagement with support services.
- The property falls into a state of disrepair and appear to become sparse of valuable possessions.
- Increase in anti-social behaviour reports from other residents nearby.
- Excess cash kept in the house posing a security risk.
- Are there have piles of scam post or do they constantly receive scam calls?
- Are they aware phone numbers / emails / texts can be spoofed?
- Do they know that no bank or law enforcement would request they moved their money?
- Do they have a POA (Power of Attorney) in place? Is anyone assisting with their finances?
- Becoming increasingly secretive or unwilling to discuss views.
- Using derogatory language.
- Changing their circle of friends.
- Losing interest in activities they once enjoyed.
- Becoming socially withdrawn or spending a lot of time online.
- Belief in conspiracy theories and distrust of mainstream media.
- Justifying the use of violence or expressing a desire for revenge.

What can you do?

- Be professionally curious. If you suspect something isn't quite right, question it.
- Be aware of your potential unconscious bias.
- Question motives.
- Be aware of coercive control.
- Ensure any crimes are reported to police

Useful Contacts

- Call Derbyshire 01629 532600 (open 24-hours)
- Derby City:
 - Adult Social Care safeguarding (office hours) 01332 642855
 - Adult Social Care non-safeguarding (office hours) 01332 640777
 - Out of hours Careline 01332 785799 or 01332 786968
- Derbyshire Police 101

Derbyshire Safeguarding Adults Board – National Safeguarding Adults Week newsletter

The Ann Craft Trust is hosting an ['Adult Grooming and Exploitation Seminar'](#) on 17th November 2020 as part of [Safeguarding Adults Week 2020](#).

Adult safeguarding legislation

Zoe Rodger-Fox (pictured), who is the Head of Safeguarding (Prevent Lead) at [Chesterfield Royal Hospital](#), has kindly provided this article.

Safeguarding is the protection of peoples' health, wellbeing and human rights and enabling them to live a life free from harm, abuse and neglect.

Multi-agency working is central to ensuring good quality safeguarding measures. The Care Act 2014 created a statutory responsibility for a number of organisations to ensure they have processes in place to protect adults who need their support. It is an important part of what many public services do and is a key responsibility of local authorities, police and health organisations.

The Care Act was the largest overhaul of social care legislation ever seen in the United Kingdom. In April 2015, the Care Act 2014 replaced most previous laws regarding vulnerable people updating and removing legislation to ensure that Social Care was able to meet the needs of the current population and generations to come. Prior to the Act reaching Royal Ascent there had been no statutory framework around Safeguarding Adults and agencies were using the "No Secrets" government white paper framework.



The aims of safeguarding adults are:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives "Making Safeguarding Personal"
- To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible
- To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

The legislation and guidance in relation to safeguarding adults at risk of abuse or neglect is within the Care Act (2014) and the guidance document, "care and support statutory guidance" was published in June 2014 with the last update occurring in June 2020. The document contains a specific chapter (14) dedicated to safeguarding and this outlines the statutory requirements of organisations.

The safeguarding duties apply to an adult who:

- Has needs for care and support (whether the local authority is meeting any of those needs and;
- Is experiencing, or at risk of, abuse or neglect and;
- As a result of those who care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Safeguarding adults should always promote individual wellbeing and should take into consideration that Adults have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their own health, social and environmental needs.

The following six principles should underpin all adult safeguarding procedures:

1. **Empowerment** - presumption of person-led decisions and consent
2. **Protection** - support and representation for those in greatest need
3. **Prevention** - prevention of harm or abuse
4. **Proportionality** - least intrusive response appropriate to the risk presented
5. **Partnerships** - local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability** - transparency in delivering safeguarding

Safeguarding adults can be a complex process when taking into consideration the other legislation that works alongside the Care Act to protect adults at risk. Practitioners should also remain mindful that safeguarding procedures should not be used as an alternative to a police investigation if there is potential that the threshold for criminality has been met and that a safeguarding adult referral can be made alongside a police report.

Safeguarding adults can be a complex process when taking into consideration the other legislation that works alongside the Care Act to protect adults at risk. Practitioners should also remain mindful that safeguarding procedures should not be used as an alternative to a police investigation if there is potential that the threshold for criminality has been met and that a safeguarding adult referral can be made alongside a police report.

Other legislation commonly aligned to Adult Safeguarding including:

- [Safeguarding Vulnerable Groups Act 2006](#)
- [Health and Social Care Act 2012](#)
- [Human Rights Act 1998](#)
- [Data Protection Act 2018 \(GDPR\)](#)
- [Mental Capacity Act 2005](#)
- [Deprivation of Liberty Safeguards 2009](#)
- [Serious Crime Act 2015](#)
- [Sexual Offences Act 2003](#)
- [Modern Slavery Act 2015](#)

Understanding safeguarding legislation

- All safeguarding matters are governed by a certain legislation, including the Care Act and The Mental Capacity Act
- This legislation might seem confusing at first, but all of it is designed to be as easy as possible to understand and apply

The Ann Craft Trust has produced an overview of numerous [relevant laws and initiatives](#)

Mental Capacity Act (MCA) Directory



Those most at risk from COVID-19 are likely to be over-represented in the group of people whose rights are protected by the Mental Capacity Act (MCA) 2005.

The [MCA Directory](#) helps to raise awareness about the Mental Capacity Act (MCA), including the Deprivation of Liberty Safeguards (DoLS). This new resource covers the implications of the pandemic on the MCA.

You will find useful information and tools to help understand or implement it. There is material here for people who may be subject to the Act's provisions, and for professionals from a range of backgrounds.

Organisational or institutional abuse

Michelle Grant (pictured), who is the Designated Nurse Safeguarding Adults with the [Derby and Derbyshire Clinical Commissioning Group \(DDCCG\)](#), has kindly provided this article.



What do we mean by the term Organisational or Institutional abuse in adult safeguarding?

Organisational or institutional abuse is the mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a service or organisation. This could be in a care home, hospital, but also the care you receive in your own home.

Examples of Organisational abuse

Organisational abuse does not have to involve physical violence it can be something as small as insisting that a person can only have a shower on a Wednesday or making them eat lunch at 12:30pm every day.

Decisions like these we take for granted but when choice is taken away from you it can count as abuse. It can be abuse if it is a one-off event or if it is an ongoing culture of ill treatment. The abuse can take many forms including neglect, and poor professional practices as a result of the structure, policies, processes and practices in an organisation.

Here are some forms the abuse might take:

- Discouraging visits or the involvement of relatives or friends
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Possible signs of organisational or institutional abuse

These are the sorts of things that may indicate that organisational abuse is happening:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters

- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Why does organisational abuse happen?

There is no single cause of organisational abuse it generally in places where staff are:

- Poorly trained
- Poorly supervised
- Unsupported by management or otherwise unaccountable for their actions
- Bad at communicating

What should you do if you believe organisational abuse is happening?

There are several people you can contact to raise your concerns:

- You can report it to your local authority by making a safeguarding referral
- Ring Call Derbyshire 01623 533190 in hours and 01623 532600 out of hours.

What if the abuse is happening in the place you work at?

You should still report it to the Local Authority as an adult safeguarding concern; you do not need to give your name if you wish to remain anonymous. You can also report it to the [Care Quality Commission \(CQC\)](https://www.cqc.org.uk) who have resources to support staff via CQC.org.uk.

Safeguarding in the community - hoarding and fire safety

Julie Crooks (pictured), from the [Derbyshire Fire and Rescue Service](https://www.derbyshirefireandrescue.org.uk), has kindly provided this article.

Derbyshire Fire and Rescue Service (DFRS) proactively engages with its communities, providing [fire safety advice](#), safe and well checks, delivering youth schemes and other targeted initiatives - some in conjunction with our partner organisations.

The Service believes that the best way to keep people safe from fire is to help them understand common risks and reduce them in the home.

The home is generally regarded as the place where people feel safest, but it is also the place where the overwhelming majority of fire deaths and injuries occur. To help prevent accidents DFRS provides free advice regarding common fire risks, escape planning, and recommendations for smoke alarm ownership. For the most vulnerable the Service may also complete a falls assessment and identify any health and care needs that need signposting to local services.



DFRS is committed to sharing general health, safety and wellbeing information with our community, including information about the effect of smoking on our health and practical help and advice on staying safe and quitting.

Recognising the importance of fire safety education from an early age, DFRS also delivers a range of programmes for children and young adults which help them develop safety knowledge and skills to take into adulthood.

Hoarding

A very basic description of a compulsive hoarder is someone unable to dispose of excess, or unused things to the point where their belongings are clogging their living space and are increasing their fire risk. When this is the case, our Community Safety Officers (CSOs) can give support and advice to deal with fire safety in the home. Our CSOs have a wealth of experience in signposting to support groups and partner agencies who can offer additional support.

DFRS produced a [Hoarding Framework](#) in 2019 to support professionals in identifying and helping individuals and families.

Fire Safety Tips

If large amounts of possessions are being stored in and around a home, the advice below can reduce the risk of fire. These small, simple steps can easily be included in regular weekly/daily clearance sessions.

- Whether using a traditional oven and hob, or other methods of cooking like a portable stove, make it a priority to keep the cooking area clear.
- Do not place items on or close to heaters, lamps, or other electrical equipment.
- Do not store gas cylinders in the home as they are a serious hazard during a fire. If there is a medical need for gas cylinders, requiring oxygen for example, they should be kept upright and outdoors where possible. Do not store cylinders in basements, under stairs or in cupboards with electric meters/equipment.
- Smokers should use a proper ashtray that won't burn, and it should be stored on a flat, stable surface so that it can't fall over easily. Do not leave lit cigarettes unattended.
- Put candles or tea lights in heat-resistant holders that hold the candle or tea light firmly. Ensure the holder is placed on a flat, stable, heat-resistant surface. Keep candles and tea lights away from anything that can catch fire, and never leave them unattended.
- Working smoke alarms should be fitted and tested as part of regular clearance sessions.
- You can contact DFRS for advice by visiting www.derbyshire-fire.gov.uk

Safeguarding in sports and activities

Sports and activity organisations have a duty to respond if they feel that an adult is suffering, or likely to suffer, harm inside or outside of the sport or physical activity

The sector has regular contact with many people and can play a crucial role in the support, identification and reporting of adults who may be at risk of harm.

All sports organisations have a duty to ensure that the welfare of all adults is ensured. As part of this they need to understand when to implement their safeguarding adults reporting procedures.

- Abuse in sport and activity is more prevalent than you might think
- Safeguarding adults is a responsibility for every sport and physical activity organisation.
- Getting it right ensures wider and safer participation in sports and activity for all

The Ann Craft Trust has produced the [Essential Guide for Sport and Activity](#), which is designed to give an overview of responsibilities towards adult safeguarding. It explains what safeguarding adults is, explores relevant legislation and guidance, and links this to sport and activity settings. Also available from the Ann Craft Trust is a more in-depth [Safeguarding Adults in Sport Resource Pack](#).

If you have any questions about safeguarding adults in sport and activity, please call the Ann Craft Trust on 0115 951 5400.

Safeguarding Adults



The Essential Guide for
Sport & Activity

Creating safer places

Derbyshire Safe Place Scheme



Do you want to help keep Derbyshire safe? If so, why not become a Derbyshire Safe Place?

The Derbyshire Safe Place scheme is a network of organisations and businesses that want to help people who may feel they need assistance while out and about in their local community.

The Derbyshire Safe Place Scheme began in October 2009 as part of the Hate Crime and Keeping Safe Project run by Derbyshire County Council. It is supported by MacIntyre, Derbyshire Constabulary, Trading Standards and the Derbyshire Learning Disability Partnership Board

Originally, the Safe Place Scheme aimed to stop bullying and abuse of people with Learning Disabilities and help people feel safe and confident when out and about in Derbyshire. In 2018 due to the continued success of Safe Places it was decided to expand the scheme further. It is now available to all adults and helps to increase independence and reduce loneliness and isolation. After listening to parent/carers the age range was reduced to 16 years for people with a Learning Disability.

How does the Derbyshire Safe Place Scheme work?

The Derbyshire Safe Place Scheme means that within a town or community there are identified places where people can go if they feel unwell, confused, anxious, threatened or are in trouble while out and about. These identified places can be anywhere, but they could be libraries, shops or council buildings. Stickers, like the one shown here, are placed in windows to help identify the safe place.



Every adult in Derbyshire should be given the opportunity to carry a [Keep Safe Card](#) (from 16 years for those with Learning Disabilities). The card will have their name on it, and emergency contact details of the person who they would want to be told if they need help. If a person is out and about and needs assistance, they can take the card to a Safe Place to ask for help.



How to join the Derbyshire Safe Place scheme

If you or your organisation are based in Derbyshire and are interested in [becoming a Safe Place](#), the scheme would love to hear from you.

The scheme's website has further information and instructions about [how to apply](#).

Staying safe online - guidance for adults with learning disabilities

The internet can be a very unfriendly place

Everyone should understand the risks of online scams and grooming. The Ann Craft Trust h

as gathered some resources for adults and young people with learning disabilities about [staying safe online](#), which explain the issues in simple terms, with clear pictures to aid understanding.



CQC strategy podcast series

The CQC have a new podcast series to introduce their proposed strategic themes

There are episodes on:

- [Smarter regulation](#)
- [Meeting people's needs](#)
- [Systems](#)
- [Driving and supporting improvement](#)
- [Promoting safe care](#)



You can find these episodes on [Soundcloud](#) and most [podcast providers](#)

Derby & Derbyshire CCG safeguarding app

As we know, safeguarding is everybody's business.



The free safeguarding app is useful for all staff who provide care and support, whatever their role, to any adult in any setting. It uses swipe-screen technology to guide you through a series of decision referral pathways, making it easier to recognise risk and know what to do if you have a concern.

There is a wealth of practical information relating to safeguarding. The app has links to referral processes, operational policies and guidance. As well as practical information relating to safeguarding, the app contains a complete list of essential contact details for Derby City and Derbyshire County staff, and links to local policies and national guidance.

Please note: the app contains information about the DSAB's GCSX email addresses, which is now out of date - professionals should, instead, refer to the safeguarding adult referral section and form on the [DSAB's website](#) for current email contacts for making safeguarding adult referrals.

The app provides professionals with:

- the principles of safeguarding adults
- the categories of abuse
- Making Safeguarding Personal (MSP)
- what to do if you have a concern about an adult at risk
- how to share information in the right way
- child sexual exploitation (CSE)
- adult trafficking and modern slavery
- female genital mutilation (FGM)
- the Government's PREVENT strategy and Channel
- hate crime

The referral pathways include:

- safeguarding adults
- female genital mutilation (FGM)
- domestic abuse
- PREVENT
- Mental Capacity Act 2005

Download the app

The app is available for both [iOS](#) and [Android](#) devices using these links, although it's best to search the store.

Derby & Derbyshire CCG podcasts

Podcasts are a quick and easy way to listen to topics of interest at a time to suit you

There are currently seventeen podcasts available. Additional podcasts will continue to be produced on a range of safeguarding subjects. Any ideas for future podcasts are welcomed: please email natalie.hall1@nhs.net.

1. Domestic abuse (part 1)
2. Domestic abuse (part 2)
3. Financial abuse
4. Making Safeguarding Personal (part 1)
5. Making Safeguarding Personal (part 2)
6. Mental Capacity Act introduction
7. Mental Capacity and how to assess it
8. Best interests
9. Protection for healthcare and treatment actions
10. Lasting powers of attorney
11. Deprivation of Liberty
12. Prevent (29th October 2015)
13. Self-neglect (part 1)
14. Self-neglect (part 2)
15. STOMP
16. VARM – What is VARM?
17. VARM – Case study

Download or listen to the podcasts

The podcasts are available from the [NHS Derby and Derbyshire CCG](#).

To report a safeguarding concern



The poster above is one of eight in the '[There is NO Excuse for Abuse](#)' set, which are available to download from our website.



The next DSAB meeting is on 16th December 2020

For queries or comments please contact:

Natalie Gee (DSAB Project Manager) at DerbyshireSAB@derbyshire.gov.uk

If you would like to subscribe to our newsletter, please email us at DerbyshireSAB@derbyshire.gov.uk



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