

Safeguarding Adults Board Newsletter

Summer 2020



VOLUNTEERS

Make sure you know
the signs of abuse

SAFEGUARDING ADULTS BOARD

What we've been up

HEARING LOSS

Free care home
training

SAFEGUARDING AWARENESS

RCHT and CFT get
involved.

WE ARE WITH YOU

New branding for
Addaction

BETTER BUDGETS

Maximise budgets and
manage debt

WORKING TOGETHER

Trading Standards and
communities

DOMESTIC ABUSE

You are not alone

This newsletter contains useful information to help raise awareness of preventative measures that can be taken to keep our vulnerable citizens safe during this challenging and unprecedented time.

Safeguarding is everybody's business.

WELCOME

Hello and welcome to our regular newsletter.

Firstly, I would like to thank Sarah Scoltock, the Cornwall and Isles of Scilly SAB Business Manager, for the last two and half years. Sarah has been seconded into a new role within Cornwall Council to help transform adult services. She has been a very valuable support both to the SAB and to me as Chair, bringing enthusiasm and excellent organisational skills to a complex role. We wish her well and we will miss her.

I would also like to welcome Martin Bassett as our interim Business Manager. Martin joined the team last autumn to organise the Safeguarding Adult Reviews which he will continue to do alongside the SAB Business Manager role.

Please have a look at our new [shared website](#) with children's services, it's interactive and informative with new information being added weekly.

We stepped down some of our activities whilst maintaining safeguarding awareness but are now returning to a 'new normal' and continuing with the great partnership work that happens across Cornwall and the Isles of Scilly. I know we will learn from our experiences and find positive solutions that will improve and embed better practice across the sector.

Here are a few of my reflections that have made an impression on me over recent months: social distancing, not going out to socialise and not seeing family or friends, home working and learning new technology, taking limited exercise, volunteering - helping neighbours and vulnerable people with shopping, medication collections and a kind word or two, clapping on Thursday evenings, being fearful of the lack of PPE for frontline workers and worry about how I might become ill or spread the virus, enjoying seeing how we have positively responded and pulled together during our crisis.

There will be many more examples that you will think of that have affected you, perhaps you would like to send in your reflections so we can share them in the next newsletter.

I would like to recognise and thank everyone involved in safeguarding for supporting those that need our help, now more than ever. Safeguarding remains everyone's business.

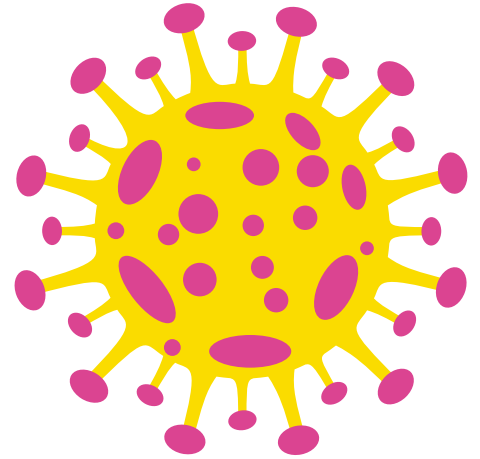
Thank you.

Fiona Field
Independent Chair of SAB for Cornwall and the Isles of Scilly



CORONAVIRUS

[Click here](#) to view Cornwall Council's dedicated web page providing local links and national advice and information.



SCIE ADVICE FOR THE COVID-19 PANDEMIC AND SAFEGUARDING

[The Social Care Institute of Excellence](#) (SCIE) gives updated advice for the COVID-19 pandemic and safeguarding and has produced quick guides for practitioners working to safeguard children and families.

Age UK Cornwall and their Inclusion Matters partners have launched a COVID-19 Community Support site on [Cornwall Link](#) to help keep Cornwall connected by providing information and advice.

ARE YOU A VOLUNTEER OR DO YOU WORK WITH VOLUNTEERS?

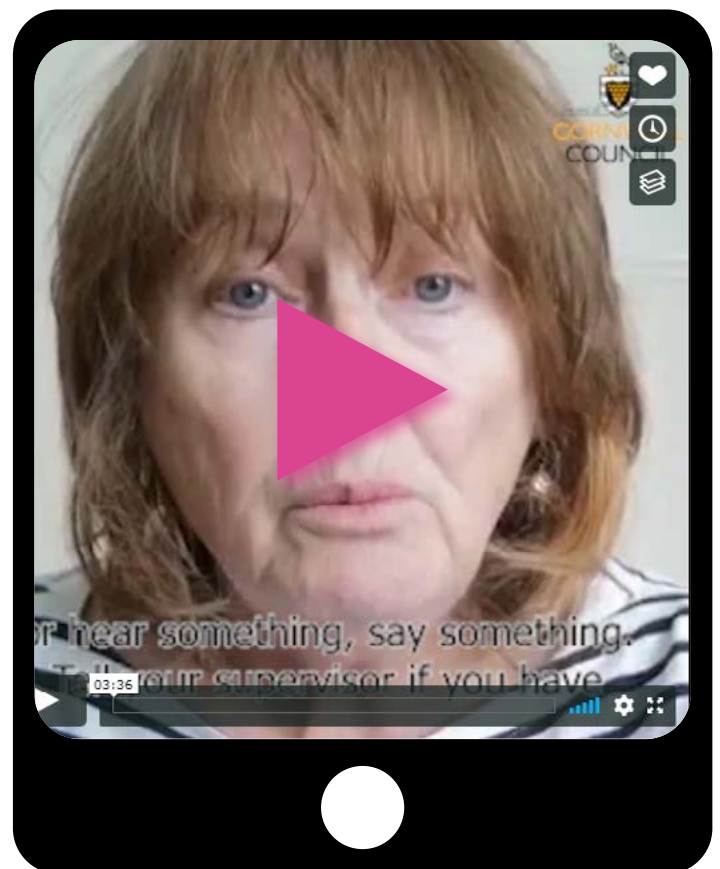
This short video aimed at people who volunteer explains the signs of abuse and harm and how volunteers are able to help by reporting any safeguarding concerns.

We have also produced a [safeguarding awareness workbook](#), designed for volunteers who come into contact with adults at risk. This workbook and more information can be found on the new SAB website along with information on what is abuse and what to do if you are worried about somebody; this can be used alongside the say no to abuse leaflet to raise awareness.

And remember:

If you're an adult experiencing abuse or neglect if you're concerned about an adult who may be experiencing abuse or neglect:

- Call 0300 1234 131
- Email accessteam.referral@cornwall.gov.uk



SAFEGUARDING ADULTS BOARD

What we've been up to

The new three year SAB strategy in development

Following a successful development day involving feedback and positive engagement from all partners across the sector, the SAB are now working on our new three year strategy and business plan. The foundation of this will be on assurance and behaviours – with the SAB subgroups continuing to work in partnership in driving these key elements:

Systems and processes
Quality and Improvement

Engagement
Communication and engagement

Learning
Learning and Development

Partnership
SAR and SAB Exec

Subgroup activity

The subgroups have continued to operate virtually throughout this period on a number of projects.

Communications and engagement subgroup

The SAB are pleased to be working alongside Children's Partnership and Safer Cornwall on a shared programme of events which will include communicating safeguarding messages, recognising national campaigns and raising awareness of safeguarding issues. Meetings will now take place across SAB, OSCP and Community Safety leads within a small group of people and named individuals from organisations will be also invited to contribute to ensure communications are continued across professional, voluntary and independent sectors. [A leaflet explaining the roles of the SAB and Safer Cornwall](#) is available as part of the [engagement toolkit](#).

The [new joint website](#) with Our Cornwall and the Isles of Scilly Safeguarding Children Partnership is now up and running and is receiving lots of attention and good reviews from professionals and the public. They are finding it easy to use, very visual and full of useful information and resources. In addition to providing information on what is abuse and neglect and what to do if you are worried about somebody, there are also [posters](#) and the popular [say no to abuse leaflet](#).

The web pages provide details of the work of the SAB and subgroups, including training opportunities, national and local policies and guidance, Safeguarding Adult Reviews, conferences and current projects including collaborations with our partner agencies.

When you have a look at the website, please can you take two minutes to [complete the survey](#) - your feedback is valuable and will allow us to continuously improve the content to meet your needs.



The subgroup has also produced a [communication plan](#) in response to COVID-19. The principal aim of this plan is to ensure that all agencies, service providers, practitioners and the public are aware that safeguarding is and has been business as usual.

The objectives are to:

- Encourage the reporting of safeguarding concerns
- Inform people about the increased risk factors
- Educate people to identify the signs of abuse
- Reassure people and support them through the reporting process

Learning and development subgroup

The subgroup can report excellent feedback from the lunch and learn sessions held before the lockdown. Positive comments include that they work well as they provide bitesize training, delivered by professionals in their field and are easily accessed due to their lunchtime slot and that they are available at multiple sites across the county.

Building on this, a further programme of these sessions will recommence with Making Safeguarding Personal in October and Mental Capacity Act at a later date, potentially in a virtual format. [More details will be posted on our website shortly.](#)

The learning and development subgroup are also working on the delivery of a Cornwall competency framework for adult safeguarding practice. This framework is made up of five competencies and check lists which embed safeguarding in training and include best practice guidance from several professional organisations. This will be widely available and published on the website shortly.

SAB annual conference 2020 prevention update

The annual conference has now been postponed to a date to be confirmed when the current situation allows.

Working in partnership with people, the conference will explore how early intervention at the point of low-level concern can prevent abuse from happening in the first place - a key strategic priority.



A bespoke production by the Miracle Theatre Company based on domestic abuse case stories will provide an interactive and engaging learning opportunity in spotting the early signs and what you can do to reduce the chances of abuse and harm escalating for adults and the family as a whole.

This along with keynote speeches, workshops and presentations promises to be a thought-provoking and enjoyable day and an opportunity to join with your peers from health and social care, housing, and the voluntary, charity and community sectors to learn about prevention and early intervention in adult safeguarding.

Full details will be posted on the website soon.



A national charity since 1971

FREE TRAINING FOR CARE HOMES NOW AVAILABLE REMOTELY

Action on Hearing Loss (formerly RNID) is offering free virtual training sessions to care homes for staff to learn how to recognise the symptoms of hearing loss, what can be done to help, hearing aid maintenance skills and communication tips. Over 70 percent of care home residents experience hearing loss reducing their quality of life and also making it more difficult for care home staff to communicate effectively. For more information email Jason.sculthorpe@hearingloss.org.uk or call 07393 147780.

Over 90 care home staff received this training in 2018 and 2019, and received praise from care home managers:

An excellent session which is extremely applicable to our everyday work

Staff have a greater understanding of how to manage hearing aids for our residents, so it would appear the training was very useful

The training was excellent and it some of it has been put into daily practice. Our staff do understand the issue better and they explain it to the service users who are unsure about hearing aids.

Occupational therapist

Adult community independence

A case coordinator involved with a needs assessment alerted the occupational therapist (OT) of the urgent need for mobility and toilet equipment. This is what happened next:

I visited Sue who had a recent diagnosis of epilepsy. Despite this Sue was working full-time with support from her mother travelling with her on the bus to assist her in getting to and from work. I resolved the immediate mobility problems with the provision of a raised toilet seat and some grab rails but as Sue was sleeping downstairs to have access to a ground floor WC, a rehousing referral was made.

OT intervention had almost been completed when I received a text message from Sue telling me she was afraid to go home as her ex-partner was there threatening her teenage son with aggressive verbal behaviour. I persuaded her to contact the police and to move in with her mother. The police were very supportive and visited Sue at her mother's and liaised with me.

I raised a MARU safeguarding concern for the son which led to a referral to the specialist community child and adolescent mental health services (CAMHS) and raised a safeguarding referral for Sue which was closed after an initial enquiry assessed Sue's situation as under control.

When a local authority property near to her mother came available, the housing solutions team supported Sue with all aspects of the house move and shortly after a stair lift was installed for Sue to use with supervision.



making
safeguarding
personal

This is a positive example of how a simple mobility and transfers referral can escalate and how working with other agencies using the principles of making safeguarding personal can transform the life of the individual and their family.

RCHT AND CFT SAFEGUARDING TEAMS RAISE AWARENESS OF SAFEGUARDING

With the help of artist and service user volunteer Ann Grimes, the RCHT and CFT adult safeguarding teams produced and sent out a thank you card with a selection of magic top tips to all their staff and teams as part of Safeguarding Fabulous Fortnight.

With the message – we are here to help and support you, these tips are a great example of raising safeguarding awareness and apply to all organisations and people coming into contact with adults at risk.

In complex and challenging situations, engaging with patients and carers, and reviewing practice across the board, can quickly mitigate risks, support care planning and improve outcomes

Remember the 4 R's:

- **Recognise** a concern or disclosure, **Respond**: what does the person want, are they safe?
- **Record** what you have seen, heard or been told?
- **Refer** to your safeguarding team.

Make safeguarding personal!

Don't be afraid to share information if you think hand on heart it will help keep the person safe

Be brave, be inquisitive and be available to walk the journey alongside someone who needs your company



AGE UK SERVICES

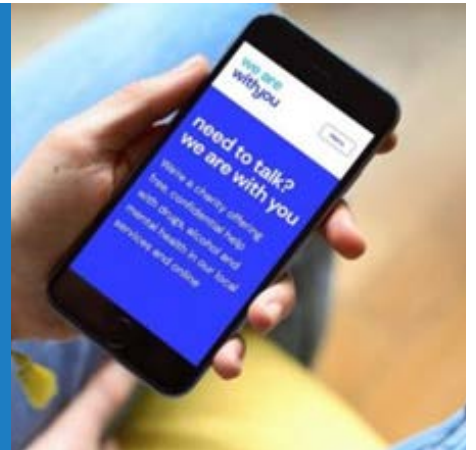
Age UK provide services that are person-centred and flexible to the needs of every individual they support.

Find out more by [following this link](#) or call 01872 266383

WE ARE WITH YOU

Addaction have changed their brand nationally to We Are With You. The new name aims to focus more on the person and the help they can offer, not the problem.

[Access more information on their new website.](#)



NEW DIGITAL PORTAL TO STRENGTHEN SAFEGUARDING GUIDANCE FOR CHARITIES

The Government has launched a new online portal that will strengthen its support to charities handling safeguarding concerns or allegations. [The portal](#), based on gov.uk, offers a step by step guide to help charities access helpful resources and advice.

BETTER BUDGETS

Cornwall Rural Community Charity have launched the better budgets project which aims to work with families with complex needs in Penwith and Kerrier to maximise their budget and manage their debts.

To make a referral email betterbudget@Cornwallrcc.org.uk or phone 01736 334667 / 07710 121002.



Supporting parents & families with complex needs in the private home sector in Penwith & Kerrier

We offer friendly, impartial support with:

- Applying for benefits including DHPs
- Improving your budget
- Understanding bills, statements and letters
- Advice on budget priorities
- Negotiating with people you owe money to
- Managing your Universal Credit account
- Registering for social housing
- Improving your CV
- Accessing employment, education and training
- Accessing other services where needed



TRADING STANDARDS AND COMMUNITIES WORKING TOGETHER TO PREVENT ABUSE AND HARM

Unfortunately, there are people willing to take advantage of those who are most vulnerable even at this unprecedented time when we should all be supporting each other - the impact can leave people losing confidence and feeling unsafe in their own home. Cornwall Council's Trading Standards team is warning people to remain vigilant following a rise in COVID-19 related scams.

Doorstep frauds - usually targeted at elderly or vulnerable people by 'tradesmen' offering unnecessary services and even resorting to bullying and violence as was the case with a pensioner, who was subjected to a brutal attack. Receipts found at her home suggested she had been targeted by 'cowboy' builders who then resorted to violence to get their hands on the rest of her cash.

Local communities are working with the Trading Standards team by introducing a no cold calling zone - warning tradesmen who knock at doors that they commit a criminal offence if they do not leave when asked to do so.

Follow these links to find out more about [scams](#), [loan sharks](#) or report fraud to [Action Fraud](#).

If you are concerned about yourself or someone you know, call 01872 324388 or email report-it@cornwall.gov.uk

Make Yourself Heard

In danger, need the police, but can't speak?

1 Dial
999



2 Listen to the
questions from the
999 operator



3 Respond by
coughing or tapping
the handset if
you can



4 If prompted, press **55**
This lets the 999 call operator
know it's a genuine emergency and
you'll be put through to the police.



OPC Independent
Office for
Police Conduct

#YouAreNotAlone

Supported by

women's aid
until women & children are safe

NPCC
National Police Chiefs' Council

DOMESTIC ABUSE

Domestic abuse cases are expected to increase due to the impact of COVID-19 and social isolation and people living in a confined space with their abuser and the lack of people to share with.

If you or someone you know is experiencing domestic abuse, local and national organisations want you to know "You are not alone, and help is still available".

Live Chat is a web-based support service that is available to victims in Devon and Cornwall 24/7. To access this anonymous, confidential and free service visit www.victimcaredevonandcornwall.org.uk.

Informational videos with tips for people living with domestic abuse are available on the [Safer Cornwall Facebook page](#).

If you're at risk of domestic abuse, remember the Silent Solution

Call 999, listen and respond to questions and instructions and make yourself heard by coughing, tapping the handset or once prompted by the automated system, by pressing 55. Police will do their best to respond. [Read this guide to the Silent Solution](#).

This is your newsletter - if you have a good news story or some important information to share please let us know. The next newsletter will be produced in Autumn 2020.

Contact details

Fiona Stuart, project support co-ordinator

☎ 01872 323996

✉ fiona.stuart@cornwall.gov.uk

Adult Safeguarding Triage: 01872 326433

Access (for public use): 0300 1234 131

✉ SafeguardingAdultsBoard@cornwall.gov.uk