



## **BATH & NORTH EAST SOMERSET LOCAL SAFEGUARDING ADULTS BOARD**

### **MINUTES OF MEETING HELD ON**

**Tuesday 20<sup>th</sup> March 2018  
1pm – 5pm**

**Venue: Avon Fire & Rescue Command Centre, Lansdown, Bath.**

#### **Those Present**

Robert Lake - Chair of B&NES LSAB

Lesley Hutchinson – Head of Safeguarding Adults and Quality Assurance, B&NES Council

Clare Tozer – B&NES Council, LSAB Administrator and Notetaker

Mike Bowden – Strategic Director, People & Communities Dept, B&NES Council

Helen Wakeling – Safeguarding Lead for Adults & Quality Assurance, B&NES Council

Karyn Yee-King – Principal Social Worker Mental Health, B&NES Council

Cllr Vic Pritchard – Cabinet Member for Adult Social Care & Health, B&NES Council

Fran McGarrigle – Head of Safeguarding Adults, AWP NHS Trust

Amanda Cranston – B&NES LSAB Lay Member

Marjorie Stephinson – B&NES LSAB Lay Member

Val Janson – Deputy Director of Nursing & Quality, NHS BaNES CCG

Liz Plastow – Designated Lead Nurse Safeguarding BaNES CCG

Dr Louise Leach – GP Safeguarding Lead, BaNES CCG

Lisa Cheek – Deputy Director of Nursing & Midwifery, Royal United Hospitals, Bath.

Sara Gallagher – Head of Student Support, Bath Spa University

Ivanna Harvey – Student Welfare Manager, Bath College

Charlie Leason – Avon & Somerset Constabulary: Safeguarding Co-ordination Unit Manager

James Knight – Senior Probation Officer, HM Prison and Probation Service, South West and  
South Central Division

Debbie Patten – Head of Learning Disabilities & Complex Needs, Bath and North East  
Somerset Community Health and Care Services, Virgin Care Ltd

Geoff Watson – Principal Social Worker, Bath and North East Somerset Community Health &  
Care Services, Virgin Care Ltd

Sarah Shatwell – Operations Director, Developing Health & Independence (and Advocate on  
behalf of the Voluntary Sector Providers)

Pam Dunn – Operations Director, Carewatch Bath (and Advocate on behalf of  
Domiciliary Care Providers)

Roanne Wootton – Partnerships Manager, Julian House, Bath (and Advocate on behalf of Voluntary Sector Providers)

### **Apologies**

Dami Howard – LSCB/LSAB Business Support Manager, B&NES Council

Jane Shayler – Director, Adult Care & Health Commissioning, B&NES Council/BaNES CCG

Andrew Snee – Head of Compliance & Support, Curo Group

C/Supt Steve Kendall – Avon & Somerset Constabulary

Alex Francis – Team Manager - Healthwatch B&NES and South Gloucestershire

Debra Harrison – Senior Nurse Adult Safeguarding, RUH NHS FT

Lisa Harvey – Director of Nursing & Quality NHS BaNES CCG

Sonia Hutchison – CEO, Carers Centre B&NES (+ Vice-Chair)

Jayne Davis – Deputy Principal Curriculum & Quality, City of Bath College

Neil Liddington – Avon Fire & Rescue, Area Manager – Risk Reduction

Simon Hester – Safeguarding Named Professional SWAS FT

Helen Chrystal – Safeguarding & Patient Experience Manager, NHS England

Pam Bourton – Manager, Bridgemead Care Home (Care Home Representative)

Kirsty Matthews – Managing Director, Bath and North East Somerset Community Health and Care Services, Virgin Care Ltd

1.	<b>Welcome &amp; Introductions</b> Robert Lake welcomed everyone to the meeting including visitors to the Board.  The emergency evacuation process was shared with the members.
2.	<b>Agenda Item 2: Presentation by Kate Spreadbury re: SAR ‘C’</b>  Kate Spreadbury went through her PowerPoint presentation on the findings and recommendations in respect of this SAR.  Some questions and discussion around the understanding and use of the Self-Neglect Policy; and the use of the Mental Capacity Act versus the Mental Health Act. Agreed further work was needed to help social workers and managers with this legislation. The Self-Neglect Policy is going to be revised and a launch event will be set up after the June LSAB.  <u>Summary</u> <ul style="list-style-type: none"><li>• LSAB accepts/approves Kate Spreadbury’s report and recommendations.</li><li>• Need to change wording on 10.4</li><li>• Refer recommendations to the SAR Sub-Group.</li><li>• Action Plans to be requested from agencies involved and the LSAB to monitor progress.</li><li>• Noted by the Board there is overlap of learning with this and other SARs being investigated.</li><li>• Publication: Agreed recommendations and learning only. Kate Spreadbury and Karyn Yee-King to liaise regarding this.</li><li>• Report to be shared with service user via Karyn Yee-King.</li></ul>

	<p>The Chair thanked Kate Spreadbury for her presentation and final report, acknowledging the learning that has emerged from the SAR process.</p>
3.	<p><b>Agenda Item 2a: Update on publication of SAR John</b></p> <p>Final report to be published subject to family approval.</p> <p>To note – Media Protocol task and finish group will be meeting on 11<sup>th</sup> April to look at the current B&amp;NES Protocol for publishing SCRs and SARs.</p>
4.	<p><b>Agenda Item 2b: SAR Action Plan</b></p> <p>Approved in principle with further revisions and to come back to LSAB in June.</p>
5.	<p><b>Agenda Item 3: Presentation re: “AVoice” Advocacy</b></p> <p>Sandeep Saprai, AVoice Team Manager, was invited by the LSAB to do a presentation on AVoice Advocacy. A handout was also circulated to Board members.</p> <p>The agency is funded by the Avon &amp; Somerset Police &amp; Crime Commissioner and was launched in April 2015 as a three year project. It provides independent advocacy for adult victims of crime and antisocial behaviour. It is delivered by The Care Forum in partnership with SARI (dealing with Hate Crime in the Avon and Somerset area) and SEAP (dealing with all crime types in Somerset and North Somerset area. The Care Forum covers Bristol, B&amp;NES and South Gloucestershire area. Referral sources come from a number of wide ranging agencies.</p> <p><u>AVoice advocates for anyone over 18 years with:-</u>  Mental health issues  Learning difficulties  Physical disabilities (including deaf BSL users)  Serious physical health conditions  Problems associated with old age  Problems associated with social exclusion or isolation</p> <p>AVoice also advocates for anyone over 18 years who have enhanced needs due to their race, gender identify, sexual orientation, religion or belief.</p> <p>The Board had a number of questions and suggested it would be helpful to have a case study from B&amp;NES. Helen Wakeling asked if AVoice could link with safeguarding and supporting people going through the safeguarding process. Could a member of the Safeguarding Adults Team contact AVoice for advice if the need arose. Sandeep confirmed the agency could assist in some situations.</p> <p>The Board thanked Sandeep Saprai for her informative and interesting presentation.</p>

6.	<p><b>Agenda Item 4: Case Study - presented by AWP</b> (Key priority 3: Responding to and Learning from Abuse and Neglect)</p> <p>The AWP representative for this item unable to attend. <b>Action No. 438: Defer to next LSAB.</b></p>
7.	<p><b>Agenda Item 5: Declarations of Interest</b></p> <p>There were no declarations of interest for this Board meeting.</p>
8.	<p><b>Agenda Item 6: Minutes December 2017 and January 2018 / Action Log / Matters Arising (reports to note)</b></p> <p><u>Minutes of Extraordinary Meeting 19<sup>th</sup> January 2018</u> Dr Louise Leach was in attendance; her name to be added to attendees list. <b>Action No. 439: Clare Tozer to update these Minutes and send out again to the Board. [Completed]</b></p> <p><u>Minutes of LSAB held on 12<sup>th</sup> December 2017</u> were agreed.</p> <p><u>Actions Log</u> Val Janson's name to replace Dawn Clarke's name where referred to. <b>Action No.439a: Clare Tozer to update Actions Log [Completed]</b></p> <p>Amended/updated Actions Log to go to the LSAB Business Management Group on 19<sup>th</sup> April.</p> <p>The Chair informed the LSAB that Sonia Hutchison was leaving and expressed the thanks of the Board for her hard work and commitment over a number of years.</p>
9.	<p><b>Agenda Item 7: Analysis from the Complex (Toxic) Trio work</b></p> <p>This item to be deferred to the LSAB in June.</p>
10.	<p><b>Agenda Item 8: Business Plan 2015-18 and Joint Working Plan</b></p> <p>The Board reviewed the outstanding actions from the current business plan and confirmed which items would transfer to the new Strategic Plan 2018/21. The Board agreed that the Joint Working Plan would be reviewed and finalised at the Business Management group in April within final out turn of the Business Plan and Working Plan to be shared with the Board via email in April and included in the Annual Report which is expected in September 2018.</p> <p><b>Action No.440:</b> LH and DH to ensure Business Plan 2015-18 and Joint Working Plan are signed off at the April Business Management Meeting and emailed to the Board.</p>
11.	<p><b>Agenda Item 9: Sub-Group Updates (Policy &amp; Procedures sub-group; and the Joint Awareness, Engagement &amp; Communications sub-group)</b></p> <p><b><u>Policy &amp; Procedures sub-group</u></b> Val Janson updated the Board. Val has recently taken over as Chair of the P&amp;P sub-</p>

group and her first meeting was on 19<sup>th</sup> February. Three documents are being presented to this Board for approval: Large Scale Investigation Protocol (revised Feb 2018); Safeguarding Adults – Managing Large Scale Investigations Flowchart; and Multi-Agency Managing Safeguarding Procedures Flowchart.

The P&P sub-group is also developing an Adult Exploitation Statement. This is based on the North Somerset's Sexual Exploitation Strategy developed with Avon & Somerset Constabulary and draws on existing B&NES LSAB guidance and policy as well as providing explanations and actions to tackle all forms of exploitation. It is hoped this can be shared with the LSAB in June.

Future work:

1. Revision of Self Neglect Policy (in line with learning from B&NES SARs).
2. New: Protocol for Managing Multiple Safeguarding Concerns Alleged Against a Single Individual
3. New: Medication Errors & Safeguarding Guidance
4. LSCB & LSAB Perinatal Mental Health Protocol (lead by LSCB in line with learning from Bristol SCR)
5. LSCB & LSAB Multi Faith Guidance (with LSCB)
6. Allegations Against People in Positions of Trust (stalled by lack of national decision)

**Joint Awareness , Engagement & Communications sub-group**

Joint chaired by Richard Baldwin (B&NES Children's Service) and Sonia Hutchison (The Carers Centre) for the adults side. The Youth Parliament Representative has also joined the sub-group which has enriched discussion and effectiveness.

Key issues for the Board:-

- The Board need to recommend the articles for the summer Safeguarding Newsletter which will be needed for the AEC sub-group meeting in April.
- The AEC sub-group asks the LSAB to consider sharing the Newsletters with the Press in order to promote positive stories about safeguarding and to raise the profile of safeguarding generally.
- The last few years Stop Adult Abuse Week has been run in partnership with the other Local Safeguarding Boards. Last year each area took a theme. The AEC sub-group are keen to promote "Think Family" this year as a piece of work that can capitalise on the group having joined the adults' and children's groups together and to give this area of work some real momentum.

Suggested items for the next Safeguarding Newsletter:-

- The presentation from A Voice and in particular reference to Hate Crime.
- Stop Abuse Week in June and promotion of "Think Family"; Self-Neglect; Domestic Violence and Abuse (Coercive Control).
- Serious Adult Reviews.

	<p>LSAB Members to email Clare Tozer with any ideas for the Newsletter.</p> <p><b>ACTIONS: Action Nos. 441 and 441a</b></p> <ul style="list-style-type: none"> <li>• <b>LSAB Members to email Clare Tozer with ideas for the Newsletter.</b></li> <li>• <b>Stop Adult Abuse Week: need to check date in June and make arrangements for that week. Action by: AEC sub-group; Dami Howard and Clare Tozer</b></li> </ul> <p><u>New Chair for the AEC sub-group:</u> This to be discussed at the next LSAB Business Management Group on 19<sup>th</sup> April 2018.</p>
12.	<p><b>Agenda Item 10 (a) and (b): Revised Policies for LSAB: Revised Large Scale Investigations, Flowchart for MA Procedures</b></p> <p>The revised policies were approved by the Board.</p>
13.	<p><b>Agenda Item 11: LSCB &amp; LSAB Training &amp; Development Strategy</b></p> <p>Jen Russell, LSCB/LSAB Joint Training &amp; Workforce Development Manager, attended for this item.</p> <p>Dr Louise Leach asked about training for GPs. In the Strategy it suggests there is no difference in the training requirements for clinical staff and non-clinical staff (e.g. drivers). The recommendations are saying 6 hours of Level 2 safeguarding training over a period of 3 years – this is a ‘light touch’ for clinicians if this is the case, as Bournemouth standards recommend Level 3 training for GPs. Fran McGarrigle said that the new standards are based on NHS England standards and NHS providers will be working to this. Dr Leach said she understood the B&amp;NES LSAB was working to the Bournemouth standards.</p> <p><b>Action: Val Janson and Louise Leach to liaise around NHS standards and let Jen Russell know the outcome. Action No.442 [Completed]</b></p> <p>The Board approved the LSCB/LSAB Training &amp; Development Strategy pending minor amendments.</p>
14.	<p><b>Agenda Item 12: QA&amp;PM Safeguarding Adults Performance and Activity Report</b></p> <p>Lesley Hutchinson presented this item and talked through the report to the Board.</p> <p><u>Summary of Audits Carried out by Audit Sub Group 2017/18</u></p> <ul style="list-style-type: none"> <li>○ Audit of cases referred into the MASH – April 2017</li> <li>○ Audit of Actions Required on Closure of Safeguarding Procedures – Aug 2017</li> <li>○ Audit of Concerns raised which had the outcome of No Further Action – Dec 2017</li> <li>○ Audit of Serious Incident Notifications in respect of referral for Safeguarding Procedures – Feb 2018</li> </ul> <p><u>3.1.2 (Point 5) of the report:</u> Debbie Patten to report back to the QA&amp;PM in respect of Virgin Care. <b>Action No.443</b></p>

	<p><u>3.1.2 (Point 6) of the report:</u> Police to consider how concerns are considered and if this can be done before situations are recorded on Liquid Logic as safeguarding: Charlie Leason said that the Police have looked at this and new arrangements are in place. <b>Action No. 443a: Charlie will update at the next QA&amp;PM meeting</b></p> <p><u>3.1.3 (Point 8) of the report:</u> Liz Plastow to check when a Serious Incident is considered to be of significant harm that it should be referred into safeguarding. <b>Action No. 443b: LP to report back to QA&amp;PM group</b></p> <p><u>3.1.4 of the report – to note:</u> Proposed multi-agency audits for 2018/19 include the following and are identified in the Strategic Plan: Domestic Abuse Safeguarding Cases; Self-Neglect Cases; Complex ('Toxic') Trio Safeguarding Cases; MASH Referrals.</p> <p><u>3.2. SDAS Audit:</u> Some minor issues which Lesley Hutchinson will follow through. Overall very good practice.</p> <p><u>3.3 Out-of-Area Placements:</u> Geoff Watson gave assurance to the Board regarding contact with service users who are placed out of area.</p> <p><u>3.4 Repeat Referrals:</u> Further update to the Board in June.</p> <p><u>3.5 Partner Agency Audits:</u> A 'task and finish' group (Chaired by Amanda Cranston) met to look at the partner agency audits from 2016/17 and will meet again on 28<sup>th</sup> March to revise the template for 2017/18. Fran McGarrigle advised that the template should be retrospective and the standards and targets should be set as at the beginning of 2017.</p> <p>Clare Tozer will email the revised Partner Agency Report template to the LSAB by the end of April. <b>Action No: 443c</b></p> <p>The QA&amp;PM report was accepted by the Board, along with the Dashboard.</p>
15.	<p><b>Agenda Item 13: LSAB Strategic Plan 2018-21</b></p> <p>Lesley Hutchinson presented this item to the Board . The LSAB Strategic Plan 2018-21 was accepted and to go to the LSAB Business Management Group in April. The sub group chairs will provide the information required and highlighted in yellow and this will then come back to the LSAB in June 2018.</p> <p><b>Action No.444: DH to bring to the Board</b></p>
16.	<p><b>Agenda Item 14: Chairs Report (verbal) inc risk register extension and volunteers, Stakeholder day</b></p> <ul style="list-style-type: none"> <li>• <u>Agenda Item 21 Risk Register:</u> Need assistance in managing the risk register. Discuss at Business Management Group and defer to June LSAB</li> </ul>

- Stakeholder Day: LSAB will hold an event on Self-Neglect.
- Dept of Education: Consultancy on new Working Together for Children document. Check DfE website:
- B&NES, Wilts and Reading: Chairs of these SABs meeting to share expertise and joint working (e.g. Joint SAR Panel).

17. **Agenda Item 15: 2018-19 LSAB Indicators**

Lesley Hutchinson presented this item. The LSAB agree its indicators annually. Once approved these are reported on in the Annual Report and are also included in commissioned services contracts.

Indicators 1, 2, 3 and 4 – agreed to go with these. Change Sirona to Virgin Care as the new provider.

Indicator 2.5 and 2.6 Target percentages discussed. Lesley Hutchinson to check percentages against NHS England requirements. **Action No. 445: Lesley Hutchinson**

A further Indicator to be included around Self-Neglect, but this to be added from October 2018. (80% of Managers; 100% LSAB)

**Action No. 445a: Lesley Hutchinson/Dami Howard to circulate finalised indicators to Board members**

Debbie Patten said that Virgin Care have been delivering Self-Neglect training and guidance. Virgin Care would provide an interim report on progress with Self-Neglect if LSAB requested this.

It is important that all statutory agencies who provide services (i.e. Council, Virgin Care and AWP) should ensure their operational Managers and front-line staff receive Self-Neglect training and have an understanding on how to use the guidance. The Self-Neglect Policy is in the process of being revised and a launch event will be held after the LSAB in June.

Discussion around defining 'relevant staff'. CQC website should give some guidance but this would not necessarily help those partner agencies who are not providing care services. The Board agreed that partner agencies should decide who their 'relevant staff' are use the CQC guidelines as a steer.

Liz Plastow commented that meeting some of these target in a hospital setting are of concern because of the high turnover of staff and problems with recruiting staff. The Chair acknowledged this issue and advised if agencies are unable to meet the targets because of workforce capacity, that should be referred to in the Comment box on the proforma.

The Board agreed to change the ordering of indicators 2.7 (Safeguarding Leads awareness of Modern Slavery / Human trafficking – 100%) and 2.9 (Relevant staff to



	have undertaken domestic abuse awareness training – 80%).
18.	<p><b>Agenda Item 16: Domestic Abuse Strategy</b></p> <p>The Board endorsed the Domestic Abuse Strategy. Any comments on the Strategy please send to Bruce Laurence (Director of Public Health) as soon as possible:  <a href="mailto:Bruce_Laurence@bathnes.gov.uk">Bruce_Laurence@bathnes.gov.uk</a></p>
19.	<p><b>Agenda Item 17: Any Other Business</b></p> <ul style="list-style-type: none"> <li>• <u>Law Commission for the DOLS process</u>: Government has accepted most of the recommendations. Karyn Yee-King will do a briefing note for LSAB members.  <b>Action No: 446</b></li> <li>• <u>Suggested presentations for next/future LSABs:-</u> <ul style="list-style-type: none"> <li>○ “Unseen” (dealing with Modern Slavery/Human Trafficking)</li> <li>○ Refugee Projects and Hate Crime</li> </ul> </li> </ul>
20.	<p><b>Agenda Item 18: For information – LSAB Meeting Dates Calendar 2018</b></p> <p>Tues 19th June – Keynsham Civic Centre Conference Room (West 1.1)  Tues 18th Sept – Keynsham Civic Centre Conference Room (West 1.1)  Tues 11th Dec – Keynsham Civic Centre Conference Room (West 1.1)</p>
21.	<p><b>Agenda Item 19: For information – LSAB Challenge Log 2017-18</b></p> <ul style="list-style-type: none"> <li>• MASH: New proposal for the Adult MASH in progress. Further update to be given at June LSAB. <b>Action No. 447</b></li> </ul>
22.	<p><b>Agenda Item 20: For information – Deadlines for 2017-18 Annual Report and blank proformas</b></p>
23.	<p><b>Agenda Item 21: For information – LSAB Risk Register (extended to June 2018)</b></p>
24.	<p><b>Agenda Item 22: For information – Factsheet 2 – Easy Read leaflet</b></p>