

Safeguarding Adults Board Newsletter



MAKING SAFEGUARDING PERSONAL

Safeguarding essential

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New initiative from
Age UK

SAFE PLACES

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for details

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FRESHERS FAYRE
We've been out
and about

WELCOME

Welcome to the winter edition of the SAB newsletter.

I hope you find it useful, informative and fun. You may feel able to add contributions to the newsletter in the future as we welcome any information that is relevant to safeguarding adults in Cornwall and the Isles of Scilly. I particularly enjoy reading the contributions from organisations and staff providing services across the county and islands, so keep them rolling in! My thanks to Nick Rudling of NHS Kernow, James Dewberry from the adult safeguarding triage team, Mike Carnell from Cornwall Colleges, Becky Harrison from Healthwatch, Charlotte Trengrove from Park View in Helston and Sandy Williams from adult safeguarding services for your great contributions in the autumn newsletter.



Since the autumn newsletter, I have been presenting the annual report at events in the region. The report has been very well received and is a credit to the partner organisations of the SAB. Partnership working is demonstrated very well throughout the report, especially in the many case stories submitted by frontline practitioners. The importance of working together brings Making Safeguarding Personal to life and demonstrates how successful we can be in improving an individual's life.

Our new joint website, shared with children's safeguarding, is about to "go live" and should make accessing help, advice and services easier. It will be much easier to navigate and we would welcome your feedback on your experience on this in order to continually improve the information we include.

There has been joint work happening with the Cornwall Safer Partnership - we have a shared interest in vulnerable groups and are working together to improve communication and to target work where it is needed the most. I have included a poster on [page nine](#) to show the priorities of both the SAB and the Safer Partnership Board. You may have also noticed in our previous newsletter that we are now including items of interest such as modern slavery, county lines and silent solution – all items from the Safer Partnership Board.

We will be sharing the work on some campaign awareness weeks over the next 12 months including domestic abuse week, 16 days of action, adult abuse week etc. Planning is underway to develop the programme of work.

I wish you and your families a very Happy Christmas and New Year with further successes in 2020.

Fiona Field
Independent Chair of SAB

FIVE MINUTES WITH KERRIE TODD

Kerrie Todd is the safeguarding improvement plan project officer for adult social care.

About me

The thread of safeguarding has run throughout my life and career, from child care in Greece and Israel, working in safeguarding in Berkshire, lead for safeguarding in Plymouth and more recently from 2012, adult safeguarding officer at Cornwall Partnership NHS Foundation Trust where I was able to increase my knowledge of mental health issues, to my current role as an operational lead for Making Safeguarding Personal with Cornwall Council.



Tell us a bit about your role?

There are three key aspects to my role:

1. Creating visibility by using different mediums to share the messages of Making Safeguarding Personal and embedding its principles in the way we work. This has included creating supportive resources using posters, youtube video and updated website information.
2. Listening to staff and supporting them in evidencing their good practice.
3. Working with staff and service users to ensure we are working in a person centred way when we are safeguarding.

What's the best thing about your job?

Focusing on service users and staff to make sure we are making things better and reducing abuse in a way to make people feel valued, respected and empowered.

What do you do in your spare time?

I am very involved in village life and fortunate to live by the beach where I enjoy walking my shnoodle Darcy. In my spare time my hobbies of quilting and embroidery keep me busy, using exotic materials collected on my travels around the world – I have plans to visit India soon.



making
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MAKING SAFEGUARDING PERSONAL

Making Safeguarding Personal (MSP) is essential to all safeguarding work. [Read an overview](#) for practitioners on MSP; a sector led initiative which aims to develop an outcomes focus to safeguarding work and a range of responses to support people to improve or resolve their circumstances. MSP is about engaging with people about the outcomes they want at the beginning and middle of working with them and then the extent to which those outcomes were realised at the end. There is also a [guide to the correct language](#) when working with people in a person centred way.



GARDEN BUDDIES

Age UK offers a gardening service which has seen an amazing 77% growth in the last year, with more individuals being supported than ever before. Not only can you get your garden chores completed by the Age UK Cornwall gardening team, but this service also aims to encourage healthy living, improve wellbeing and fight social isolation and loneliness in Cornish communities.

Lee Davies, Communications Advisor, Age UK Cornwall recently met with one of the gardeners and her client Dianne.

“In November, I had the pleasure of sitting down and venturing in the undergrowth with Dianne and our brilliant gardener, Emma. Their relationship was a joy to behold and they both share so many similar passions, from enjoying wildlife to uncovering new fauna. Most importantly, this friendship has empowered Dianne to get active with her garden and marvel at the many new discoveries they find.”

Age UK operate the gardening service throughout winter and will be offering a ‘Restore and Revive’ element very soon. ‘Restore & Revive’ focuses on rejuvenation, support and a little TLC.

To enquire or refer a person, please call 01872 266383 today.

This friendship has empowered Dianne to get active with her garden

SAFE PLACES



The Safe Places scheme is managed by Healthy Cornwall and enables people with a learning disability and/or autism to feel safer when out and about in their community.

If they need help they can go into a registered Safe Place (as identified by the Safe Place sticker above) and be confident that staff there will be supportive and offer assistance.

There are now approximately 400 safe places in Cornwall. Cornwall Council’s website has an [interactive map](#) of all the safe places in Cornwall.

This year due to the generous sponsorship of Rowe’s Cornish Bakers, Safe Places is now a member of the [National Network](#).

If you would like more information about the scheme, Safe Places card/s or a list of safe places in a particular area please email safeplaces@cornwall.gov.uk or call 01209 615 600



Occupational therapy in action

Sharon Knuckey, Occupational Therapy Assistant

We first met Sheila in November 2018. Her life had been consumed by complex physical and mental health issues - including the amount of possessions in her home. Sheila enjoys shopping online and in charity shops and then finds it difficult to part with her purchases.



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Over two visits we documented what was important to her and how we might empower Sheila to be independent and safe in her home. Previous assessments had left Sheila feeling judged and reluctant to allow people into her home.

Adaptations were agreed with Sheila to improve outcomes for her; this included reducing her possessions to allow the house adaptations to take place. Sheila felt empowered to start the process of sorting and removing items at her own pace with the support of her family, the Church and a trusted friend. Her landlord, Cornwall Housing Ltd, rented a garage to help Sheila to remove some items to sort at a later date resulting in more space and less items.

This process was mentally challenging for Sheila. She felt my encouragement and non-judgemental approach was invaluable in encouraging her to gradually start “making her house a home”. There is still work to do but Sheila is determined to get to the place she wants to be.

“I am very grateful to Sharon Knuckey and Cornwall Council for all the help and patience to arrange for the adaptation to my home to help with my disabilities, some of which are due to a serious head injury. This was a very low time in my life and I had given up on myself ever having hope for the future. Sharon Knuckey listened to my needs and gave me back my life and I hope to go forward in a more positive way. I can now see the light at the end of the dark tunnel I was in. Thank you everyone for your help, support and patience.”

Sheila wants to share her experience and use this to empower others. Using the core values of Occupational Therapy and the Care Act (2014), we support people to realise their own potential and make positive changes to achieve their desired outcomes.

TRI SERVICE SAFETY OFFICERS

Cornwall's Tri-Service Safety Officers (TSSO's) offer an innovative and holistic approach to safeguarding, making a genuine impact to the quality of the life of vulnerable adults and children who live in our communities. Each of the 10 TSSO's cover a geographical patch linking to a police neighbourhood team, on-call fire team and ambulance station and work in collaboration with multi agencies.



The TSSO's have received training from each of the blue light emergency services in relation to identifying vulnerability and safeguarding concerns and have the ability to develop specialist problem solving plans aimed at reducing the overall residual risk to the person or people in question.

They have access to the police national computer and where appropriate can request 'live' intelligence concerning a person's circumstances including past and current referrals and any agencies that are currently working with this person.

Each TSSO has extensive knowledge in fire service domestic fire safety, hoarding protocols, crime risk reduction, anti-social behaviour, property and building security, general health and wellbeing, mental health, dementia/ Alzheimer's awareness. This allows them to make positive changes to a person's life without the need for a further referral.

The officers are trained to fit smoke detection, security latches, create hoarding reduction plans, multi-agency problem solving tasks and are able to update each IT system following their positive work.

Andrew Hitchens, Cornwall Fire and Rescue Service said: "We believe that our officers offer something very different in relation to prevention, one of collaboration, efficiency and effectiveness, driven by pride, enthusiasm, dedication and a passion for doing what is right no matter how difficult the situation. They continue to learn and remain resilient in ensuring they deliver safe and effective work with every opportunity - making every contact count".



NEW TEAM MEMBER

Martin Bassett has recently joined us as safeguarding adult review co-ordinator Following 25 years working in a variety of operational and strategic health and social care roles in Cornwall, Martin says he is looking forward to supporting and working with the SAB to achieve our aims and objectives. He will be out and about meeting with members of our partner agencies in the coming months and working on the safeguarding adult reviews (SAR) process and action plans. "My immediate priority is to work in partnership with all agencies in the development and delivery of outcomes from the findings and recommendations in commissioned SAR reports. This is to ensure that the learning from these experiences is embedded across the sector to deliver high quality, safe health and social care services that are person centred and focused on the individual. I will also be supporting the SAR, quality and improvement sub-groups and the high risk behaviour panel".

When not working, Martin likes to lead a busy and active life by going to the gym, walking his dogs and relaxing with his family.



SUSTAINABLE TRANSPORT



Become a member today and have access to sustainable transport in Cornwall. With the support of European Regional Development (ERDF) funding, Age UK have purchased six electric vehicles available to local groups and the Cornish community in an effort to connect local communities and reduce social isolation using environmentally-friendly transport solutions.

If you run a group, support the community or provide a service, then you can become a member today. It is easy to sign up, contact email@ageukcornwall.org.uk or call the helpline on 01872 266388. Ask for Lee Davies or Ann Lewis

The electric vehicles and designated charge-points are based in the following locations:

- St Claire Medical Practice, Penzance
- Veor Surgery, Camborne
- Dracaena Centre, Falmouth
- Newquay Sports and Community Centre
- Lanivet Community Centre, Bodmin
- Millennium House, Pensilva



Age UK are open to referrals for a winter support package funded through NHS England. This is a six week package offering a person-centre approach to build confidence, promote independence and linking people to other services in the community. This is focusing on people in Newquay, St Austell, Falmouth and Penzance and supported by day centres. Call Age UK Helpline on 01872 266383 to find out more.



SELF-NEGLECT POLICY

Together with the SAB, adult social care delivered four multi-agency lunch and learn events on the new self-neglect policy across Cornwall in November. With over 200 attendees from a wide cross section of organisations, feedback has been very positive.

- Finding where to access information and to access the policy on the SAB web site (senior support worker)
- Bitesize guide was very well written and a useful take away (case co-ordinator ASC)
- The use of case studies to illustrate the how the policy works was very valuable (police)
- Detailing self-neglect symptoms and how to escalate referrals, I didn't realise any one can call an ARM (Neighbourhood Enforcement, Cornwall Housing)
- Listening to other agencies and the challenges they face (manager/RGN Nursing Home)
- Would like a longer session, perhaps time to be able to share information or discuss cases in small groups - was shared by several attendees.

Access the [bitesize guide](#) and [slide presentation](#) that was shared at the events.

Evidence from multi-agency responses received shows the policy is being shared widely and communicated to staff at all levels, with positive examples of it being cascaded to teams and also featuring as an agenda item at meetings and forums and circulated in staff bulletins.

Teams are keen to have further training on self-neglect, hoarding and eligibility

The bitesize guide, a one page text produced alongside the policy, proved very popular:

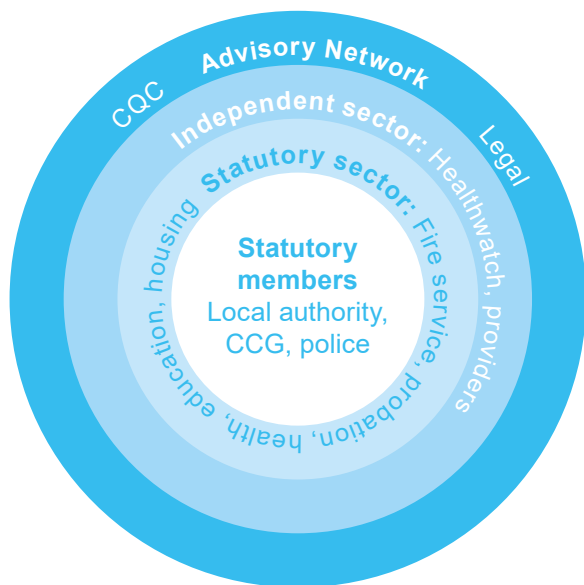
The bitesize guide with flow chart enables easy reference and use.

It was recognised that the policy and guidance is a useful tool in terms of people knowing who to contact and what procedures to follow. Positive links to Making Safeguarding Personal were also recognised. Evidence of this is further demonstrated in the [case story on page five](#).

NATIONAL SAFEGUARDING ADULTS WEEK

To coincide with national safeguarding adults week in November, the SAB communications and engagement sub-group produced a poster to raise awareness of the role of the SAB and the Safer Cornwall Partnership amongst staff in partner agencies and organisations.

Who are the Safeguarding Adults Board?



Working in partnership

Who are the Safer Cornwall?



What does the Board do?

The statutory Board makes sure that partner agencies are working together to protect and prevent adults with care and support needs from the risk of harm or abuse in Cornwall and the Isles of Scilly.

www.cornwall.gov.uk/safeguardingadults

What does Safer Cornwall?

This is a statutory partnership that brings together all these organisations to support communities to be and feel safe. They focus on the issues that present the greatest risk to the safety of individuals, their families and the wider community.

www.safercornwall.co.uk

LUNCH AND LEARNS

Following on from the hugely popular self neglect policy lunch and learn sessions held in November, the SAB are working with Cornwall Fire and Rescue Service to deliver four more lunch and learn events in January.

The focus of these will be raising awareness of the Living Safe and Well programme and to promote a greater understanding of the work of fire in supporting vulnerable adults at risk of fire or hoarding.

The sessions are available to all multi-agency staff and members of partner organisations and will take place across four venues in Cornwall. Delegates are invited to bring their lunch, drinks will be available.

Thursday 9 January - 12 noon to 1pm
Council Chamber, New County Hall, Truro
TR1 3AY - [sign-up here](#)

Friday 10 January - 12 noon to 1pm
GW03, Dolcoath Avenue, Camborne TR14 8SX
[Sign-up here](#)

Friday 17 January - 12 noon to 1pm
Alverne Room, St John's Hall, Penzance
TR18 2QW - [sign-up here](#)

Friday 24 January - 12 noon to 1pm
Room 2, Chy Trevail, Bodmin PL31 2QN
[Sign-up here](#)

Places will be allocated on a first come first served basis through Eventbrite.



FRESHER'S EVENTS 2019

The SAB communication and engagement toolkit was put to good use recently at the Cornwall College Group fresher's events at each of the eight main campuses (Camborne, St Austell, Saltash, Newquay Zoo, Falmouth Marine School, Duchy College Rosewarne, Duchy College Stoke Climsland and Bicton College).

Each four hour event included a range of activities and stands providing information and raising awareness of services including the Safeguarding Adults Board (SAB), agencies supporting mental health, safer and healthier lifestyle and protective services for children and young adults. This was combined with a competition to win a £20 Amazon voucher to encourage engagement and test understanding of key themes.

The combined number of attendees was circa 4,500 learners, with many expressing interest in the work of the SAB. The safeguarding leads reported that this was an excellent way to re-enforce the safeguarding and Prevent awareness briefings and tutorials delivered earlier in the term but also provided information to learners that was relevant to their personal lives and that they could take into their communities.

The SAB communication and engagement toolkit, together with two pull-ups, provided excellent material to attract interest and attention while sharing information in a very simple and concise way. The pens and pencils proved very collectable and will assist in the teaching and learning environment. The posters and guides have also been displayed in all learner centred and public areas to further promote the SAB but more importantly to remind people of where they can go and what to do if they have any concerns.

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 March 2020.

Contact details

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