



Somerset Safeguarding Adults Board Final minutes for publication

11 June 2021 (09:30-11:30)

Microsoft Teams

Present:

- Keith Perkin (KP) – Independent Chair, SSAB
- Superintendent Dickon Turner (DT) – Avon and Somerset Constabulary
- Mel Lock (ML) - Director of Adult Social Services, Somerset County Council (AL representing)
- Charlotte Brown (CB), Designated Nurse for Safeguarding Adults, NHS Somerset Clinical Commissioning Group
- Nicola Fensham (NF) – Deputy Safeguarding Lead, Mendip District Council
- Alison Bell, Consultant in Public Health, Somerset County Council
- Glen Salisbury (GS) - Head of Safeguarding Team, Yeovil Hospital NHS Foundation Trust
- Lucy Macready (LM) – Safer Communities Manager, Somerset County Council
- Julie Bingham (JB) – Regional Manager Neighbourhoods, LiveWest
- Julia Mason (JM) - Associate Director of Safeguarding, Somerset NHS Foundation Trust
- Lucie Woodruff (LW) - Chief Operating Officer, Evolving Communities (Representing Healthwatch Somerset)
- Nicola Kelly (NK) – Head of Quality and Clinical Governance, Somerset Care
- Lucy Martin (LMa)- Partnership Manager for Bristol and North Somerset, Department for Work and Pensions
- Kathy Smith (KS) - Housing Officer, Golden Lane Housing
- Nick Rudling (NR), Had of Safeguarding Transformation, NHS England and NHS Improvement
- Helen Orford (HO), Managing Director, Discovery
- Claire Evans (CE) – Senior Probation Officer, National Probation Service
- Jacob Ayre (JA), Head of Service, Swan Advocacy
- Hannah Webber (HW) – Safeguarding Officer, Devon and Somerset Fire and Rescue Service
- Anne Harrison (AH), Prevention and Safeguarding Manager, Devon & Somerset Fire and Rescue Service
- Cllr David Huxtable (DH) – Somerset County Council Cabinet Member for Adult Social Care
- Amanda Maggs (AM), Shared Lives South West
- Liz Spencer (LS) - Head of the National Probation Service - LDU Somerset Cluster NPS South West South Central Division Her Majesty's Prison and Probation Service
- Stephen Miles (SM) – SSAB Business Manager

Attendees for specific items:

- Sandra Joyce (SJ) - Director, Sandringham Care Ltd.
- Paula Gue (PG) - Head of Nursing, Somerset Care Ltd.
- Sarah House (SH) - Community Safety Champion – Home & Partnerships for Somerset & Firesetter Intervention Advisor, Devon & Somerset Fire and Rescue Service

- Dennis Rahilly (DR), Team 4 Supervisor, Lighthouse Safeguarding Unit Southern (LSU), Avon and Somerset Constabulary

Apologies:

- Tracy Aarons (TA) – Deputy Chief Executive, Mendip District Council (NF Representing)
- Bernice Cooke (BC) - Deputy Director Quality Governance, Patient Safety and Safeguarding, Yeovil Hospital NHS Foundation Trust (GS Representing)
- Val Janson (VJ), Director of Quality and Nursing, NHS Somerset Clinical Commissioning Group (CB Representing)
- Paul Chapman (PC) - Inspection Manager, Care Quality Commission (South West England)
- Victoria Caple (VC) – Avon and Somerset Constabulary
- Hamish Robertson (HR), Hamish Robertson South West Group Senior Safeguarding Leader, Department for Work and Pensions
- Becky Arrowsmith (BA) – Golden Lane Housing (KS representing)
- Kate Norris (KN) - Clinical Nurse Manager, Marie Curie Somerset & Dorset
- Deborah Bilton (DB) - Named Safeguarding Professional for Adults, South Western Ambulance Service NHS Foundation Trust (SWASFT)
- Simon Blackburn (SB) – Chief Executive Officer, Registered Care Providers Association
- Richard Pitman (RPi) - Compass Disability Services (representing people who use services and the Voluntary Sector)
- Deborah Penny (DP) - Carers' Voice Somerset Partnership Board Officer, Somerset County Council
- Janet Quinn (JQ) - Trading Standards Officer, Devon, Somerset and Torbay Trading Standards
- Amanda Robinson (AR) – Safeguarding Business Manager, South Western Ambulance Service NHS Foundation Trust (SWASFT)

Circulation:

All SSAB Board Members

Retention of notes

The master set of these notes and background papers are held by SSAB Business Manager. Please destroy your copy when you have finished with it and use the master set for future reference

There is currently no Highlighted text to be redacted in the published notes

| Item | Action by |
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| 1 | Welcome, introductions and apologies: |
| | Members were welcomed to the meeting by KP, introductions were made and apologies noted as above. |

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| 2 | Notes of previous meeting and matters arising (09 February 2021) and action tracker | |
| | <p>The minutes of the meeting held on 09/02/2021 were agreed as accurate, with no proposed redactions to the version for publication. Action: SM to publish on the website.</p> <p>The action tracker was reviewed and it was agreed that all the actions related to agenda items, or had been completed or superseded. SM noted that where feedback has been requested none had been received from Board members.</p> | SM |
| 3 | The experience of care home provider during the Covid-19, and learning for the system – Sandra Joyce, Sandringham Care | |
| | <p>KP introduced Sandra Joyce who gave a detailed and moving account of how a care home in Somerset had been affected by Covid-19 after a community acquired infection that resulted in 10 residents dying from Covid 19 in 18 days, peaking during Christmas 2020. During the outbreak 10 further residents were infected, and all the nursing staff at the home and 80% of other staff had to isolate in line with government Infection Prevention and Control requirements.</p> <p>SJ referred to a video produced by Somerset County Council that included her talking about her experience.</p> <p>Key points made by SJ and Board Members are detailed below.</p> <p>Positives:</p> <ul style="list-style-type: none"> • Support received from Adult Social Care in the provision of information and PPE • Being invited to be part of the operational care provider cell, and the feeling this gave that the system was working together and providers were being listened to by everyone • The weekly adult social care provider briefing • The Covid-19 provider page that the SSAB has been hosting during the pandemic • Briefing provided by the Registered Care Providers Association (RCPA) • Support provided by the Listening and Responding to • Care Homes (LARCH) team • WhatsApp groups for providers to share advice and concerns • Webinars hosted by Somerset County Council • Public Health England (PHE) webinars • The trusted assessor scheme that is hosted by the RCPA • Infection Prevention and Control (IPC) training provided by NHS Somerset Clinical Commissioning Group • Fast-track Disclosure and Barring Service (DPS) processing • Clinical leads linked to care homes within Primary Care Networks (PCNs) • iPads and Government grants distributed by Somerset County Council • Equipment provided by NHS Somerset Clinical Commissioning Group • Vaccine roll-out in Somerset | |

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| | <ul style="list-style-type: none"> • Testing (once it was available) • The loyalty of staff throughout the outbreak <p>Challenges:</p> <ul style="list-style-type: none"> • Risks to residents from staff who have had false positive test and are therefore not retested for 90 days • Maintaining staffing during the pandemic • Staff processing the trauma of the experience that they had been through and managing associated sickness • Conflicting guidance published by central government, often for implementation at short notice and published at the end of the working day • Pressure on care homes from hospitals wanting to progress discharges, sometimes without providing the care home with all the information it needs • Difficulty in accessing routine NHS services during the pandemic • Preconceived views of care homes by some other professionals • Recruitment, with many staff seeking to exit the sector • Managing vacancies <p>Learning:</p> <ul style="list-style-type: none"> • Social care providers should be seen as equal partners by statutory services • The access routes to support put in place during the pandemic from statutory services should be maintained to support care homes • Statutory services should recognise that care homes often do not have the rapid access to the expertise that they do and therefore may need additional support in order to facilitate hospital discharges. • There needs to be greater recognition of the broad, and sometimes conflicting, demands on care home managers by other professionals • In the future, there should be the ability of statutory services to rapidly stand up a team to support providers in a similar way to the way they did during the pandemic • In response to a question from CB as to what the CCG could do to make things better, SJ felt that it would be beneficial for nurses and student nurses employed by NHS Trusts to experience what it was like to work in a care home as part of their training/CPD. • In response to ML asking what should continue, SJ felt that it should be close collaboration with the Local Authority. • NK noted the expected publication of death statistics for care homes and the impact that this might have on staff who were already traumatised from the experience they had been through. <p>Actions:</p> <ul style="list-style-type: none"> • JM to share the learning highlighted with Somerset Foundation Trust discharge teams • CB to ask VJ to share learning with the Workforce Board • KP to put SJ in touch with the regional and national SAB Chairs groups about sharing her experience. • SM to investigate whether the video recording of this section of the | <p>JM</p> <p>CB</p> <p>KP</p> <p>SM</p> |
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| | <p>meeting can be shared.</p> <p>KP thanked SJ for her time to speak to the Board.</p> | |
| 4 | <p>The experience of a domiciliary care provider during the Covid-19 pandemic, and learning for the Somerset system - Paula Gau, Somerset Care limited</p> | |
| | <p>KP introduced Paula Gau who talked about the experience of a domiciliary care provider during the pandemic, emphasising the lengths that the organisation went to try to keep the people that staff were support in the community safe.</p> <p>Positives:</p> <ul style="list-style-type: none"> • The dissemination of information - both up and down within the local system • Staff working in the community have gone above and beyond, and the company has tried to show them how much they are valued • The move to on-line training and use of remote working has brought benefits, although at the time doing so was very challenging • Examples of helping people to maintain social contacts • Support provided by Somerset County Council • Operational Care Cell calls have provided a safe place to talk about concerns • Provider information hosted on the SSAB website • Organisations providing alternatives where PPE was unavailable early on in the pandemic – e.g. a festival company offering disposable plastic raincoats when aprons were not available. <p>Challenges:</p> <ul style="list-style-type: none"> • PPE equipment and sanitizer early on in the pandemic, with stock being diverted elsewhere and, when it was available, distributing it to care staff working in communities at appropriate volumes • A relatively high percentage of care workers needing to self-isolate after being advised to shield due to their own health conditions • Staff contracting covid-19 and needing to isolate • Some staff were reluctant to visit known covid positive people due to worries about PPE • Some other professionals (e.g. ambulance staff) telling care provider staff that their PE was not appropriate when they were following guidance and using the PPE that was available to them at the time. • Staff burn-out and needing to use agency staff to maintain safe services • Pressure to accept hospital discharges • Recruitment, with many staff seeking to exit the sector • Domiciliary care staff not being able to work out of care homes to reduce the risk of transmission to the home • Shopping for people that are being supported – customers experiencing difficulty with-online shopping and large queues to visit in person • People feeling very isolated • Explaining to some people being supported why PPE is needed • Other services being withdrawn (e.g. laundry in some Extra Care | |

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| | <p>Housing services) and people needing support with this</p> <ul style="list-style-type: none"> • People getting medication in a timely way • Government guidance being published at short notice before implementation, often at the end of a working day or at the weekend that was sometimes ambiguous • Lack of on-line booking for vaccination early on in the roll out • Some district nurses expecting care staff to carry out clinical tasks without training <p>Learning:</p> <ul style="list-style-type: none"> • Much of the learning was similar to that identified by SG • ML felt that it was key that statutory services needed to continue to learn from care providers. PG felt that there were still occasions when other professionals didn't have a good understanding of what care staff do (and also don't do) leading to unreasonable expectations at times. • CB asked what support could be provided with workforce, with PG emphasising ongoing recruitment difficulties as an on-going challenge across all levels of the organisations. ML confirmed that there was provider representation on the Workforce Board, that work was taking place to try to address this, but that it remained a challenge. • AB reflected that there needs to be a parity of standards and access to resources across health and social care, due to the inequities highlighted by the pandemic, and that IPC responses needed to extend beyond organisational boundaries <p>KP thanked PG for her time to speak to the Board.</p> <p>KP emphasised that, as a system, learning needed taken forward as part of the recovery in terms of workforce, parity of esteem and continuing to work together effectively,</p> | |
| 5 | <p>Discussion: Implementing NICE Guideline of Safeguarding Adults in Care Homes across the Somerset system</p> | |
| | <p>SM and KP gave assurance that the Executive Group had undertaken a gap analysis of those elements relating directly to the Board.</p> <p>In the absence of further feedback on the Guideline, it was agreed that the Boards Performance and Quality Assurance Subgroup would work with Somerset County Council to consider what assurance was needed from care homes within the local system.</p> | P&QA Subgroup |
| 6 | <p>Opportunities for joint working with Devon & Somerset Fire and Rescue Service, Sarah House, Devon & Somerset Fire and Rescue Service</p> | |
| | <p>KP introduced Sarah House who talked about the work of Devon & Somerset Fire and Rescue Service, the different types of risks and impact of hoarding behaviours, and invited organisations to work with the Service develop working relationships to enable the Service to support people with fire safety concerns via free home safety visits.</p> <p>SH invited all partners who had not already done so to make contact to become a trusted partner so that referrals could be made quickly.</p> | |

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| | <p>SH advised that, which consent from the individual, partners could contact the fire and rescue service via:</p> <p>Telephone: 0800 0502990</p> <p>Email: firekills@dsfire.gov.uk</p> <p>Online: www.dsfire.gov.uk then follow the “Your Safety Link”</p> <p>AH and HW briefed the Board on the process for fatal fire reviews, and learning that people were often known to other services and would therefore like to involve them in the process in the future.</p> <p>AH also emphasised that, should concerns be raised following a fire or a fire safety visit in relation to other safeguarding concerns they would refer on to other agencies where consent was received.</p> <p>Action: AH to send SM case studies to circulate with the notes of the meeting.</p> <p>KP thanked SH for her presentation, and AH and HW for the additional information that they provided, and invited them to meet with him and SM to discuss further opportunities for sharing information.</p> | <p>AH</p> <p>KP/SM</p> |
| 7 | <p>The experience of professionals working in adult safeguarding – Dennis Rahilly and Julian Squires, Lighthouse Safeguarding Unit, Avon and Somerset Constabulary</p> | |
| | <p>KP introduced DT to the Board as the new Avon & Somerset Constabulary Representative and DR, who spoke about the role of the Lighthouse Safeguarding Unit (LSU)</p> <p>The role of the LSU is to:</p> <ul style="list-style-type: none"> • Assess and review safeguarding concerns for children and adults that are identified via incidents report to the police • Providing support to victim of crime under the victim’s code of practice • Provide support to victims and witnesses that are going through the criminal court process <p>Positives:</p> <ul style="list-style-type: none"> • The implementation of the BRAG (Blue, Red Amber Green) vulnerability tool for officers to record safeguarding observations at the scene of an incident. These can then be shared when making onward referrals. • KP asked if the LSU could onward refer to other services, for example the Fire and Rescue Service, on the basis of a BRAG which DR confirmed that there were. <p>Challenges:</p> <ul style="list-style-type: none"> • The vast majority of work is now being carried out remotely with staff now working from home when supporting multi-agency work • An increase in referrals for people who are experiencing poor mental health over the last 16 months, where the police don’t currently have a referral route on to other services. JM and CB responded by updating the Board on work that was in the process of taking place in recognition of this. | |

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| | <p>Learning:</p> <ul style="list-style-type: none"> • Smart ways of working have brought benefits • Face to face multi-agency working is still needed despite the use of technology | |
| 8 | Update on Domestic Abuse Act | |
| | <p>LM gave a further update on the implementation of the Domestic Abuse Act (2021). LM explained that, unfortunately the final statutory guidance hasn't been released yet, and therefore the draft guidance is being worked to in the interim.</p> <p>LM noted that two of the most significant changes were that one off incidents were now considered to fall within the definition of domestic Abuse, whereas previously a pattern of previous incidents would be look for, and that a whole family approach needed to be taken.</p> <p>A discussion took place during which the following points were made:</p> <ul style="list-style-type: none"> • KP and SM to arrange a further discussion with LM about sharing data in relation MARAC outside of the meeting | KP/SM |
| 9 | Consideration of the first draft of 2020/21 Annual Report | |
| | It was agreed that the draft annual report would be circulated outside of the meeting for any comments before being progressed by the Executive Group. Action: SM to circulate. | SM |
| 10 | Sign-off of refreshed strategic plan for 2021/22 | |
| | It was agreed that the draft strategic plan would be circulated after the meeting for any final comments before publication. Action: SM to circulate. | SM |
| 11 | Delivering our strategic plan: Section 3, Working together to safeguard people who can't keep themselves safe | |
| | It was agreed to defer this discussion. | |
| 12 | SSAB Updates | |
| | <p>SM updated the Subgroup on:</p> <ul style="list-style-type: none"> • The new feedback process that had been put in place by Somerset County Council following the previous report by Healthwatch somerset that was completed before the pandemic. SM asked that all partners encourage their staff to use this process now that it was available. • The timescales for the Board's 2021 Self-Audit • New documentation for SARs that has been developed on SCIE "SARs in Rapid Time" process, and inviting feedback from anyone who is asked to complete it. <p>Action: SM to circulate the above to all Board members</p> | ALL SM |
| 13 | Items for next meeting and newsletter | |
| | SM asked for any items for the next meeting to be sent to | |
| 14 | Any Other Business | |
| | <p>KP asked for his thanks to be formally noted to the following Board members for their support:</p> <ul style="list-style-type: none"> • Mike Prior, who had recently retired from Avon & Somerset Constabulary • Charlotte Brown who would shortly be moving to a new role | |

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| | <ul style="list-style-type: none">• Hannah Gray, who had recently left her role with Healthwatch Somerset <p>KP also conveyed his thanks to Inspector Andy Sparks who had recently stood down from chairing the Board's SAR Subgroup.</p> | |
| <p style="text-align: center;">Future Board Meeting dates: 12th October 2021, Microsoft Teams Meeting 10th February 2022, Microsoft Teams Meeting</p> | | |