



**ACTION PLAN ARISING FROM THE RECOMMENDATIONS
FROM THE REPORT PRODUCED BY HEALTHIER
COMMUNITIES AND OLDER PEOPLE SCRUTINY PANEL
APRIL 2012**

**SAFEGUARDING ADULTS AND DEPRIVATION OF LIBERTY
TEAM**

**AUTHOR: SAFEGUARDING ADULTS
DATE: 30TH JANUARY 2014**

PURPOSE OF THE ACTION PLAN

To provide an update to the scrutiny group on the agreed recommendations as proposed by the Scrutiny Review Report (Safeguarding Older People 19th April 2012).

The action plan is rated in red, amber and green to enable scrutiny members to see progress against the agreed recommendations.

ACTION PLAN

	ACTION (RECOMMENDATION)	LEAD OFFICER	DEPARTMENTAL RESPONSE	INITIAL	UPDATE SEPTEMBER 2013
1 Red	Due to evidence provided highlighting the 52% rise in safeguarding referrals we recommend the appointment of a additional member of staff is made to the safeguarding team. (paragraph 21)	Safeguarding Adults Team - Julie Phillips	Agreed. Subject to budget.		No budget for this at present..
2 Green	To reduce risk of abuse, and reduce the high percentage of unintentional abuse referrals, we recommend providing structured lifting and handling training to unpaid carers offered on a personalised case by case basis. This should include training in areas that to help prevent or recognise abuse. This should be offered to carers as part of the reablement package.	Learning and Development	Agreed. A multi agency meeting to be arranged to discuss the financial implications of this recommendation. A budget will need to be agreed across all agencies to fund this training.		We have a strategy in place for integrated training and development. We will be ensuring that we offer courses out to our integrated partners in a more structured way.

	We further recommend that GP Surgeries across the Borough should be informed of the availability of this training as they maintain a register of unpaid carers. (Paragraph 35)	Learning and Development	Agreed. This could be undertaken with the general mail out of scheduled training for partner agencies.	
3 Green	Domiciliary care providers should be encouraged to use CM2000 monitors to check the time gap between appointments, to assess whether travel time between appointments is realistic and will not force carers to rush. If these gaps are not realistic, appointments should be re-schedules or re-allocated as necessary, while endeavouring to ensure continuity in care personnel for individual clients. (Paragraph 48)	Contracts Team – David Slark	Agreed, noting that providers will respond regarding the feasibility of this recommendation.	This is already in place. It is a contractual requirement that all Approved Domiciliary Care Providers have to use CM2000 to monitor their carers compliance to commissioned visit times. The Council monitor such data and agree with providers any appropriate actions to ensure visits are carried out in accordance within the requirements of the Council as set out in the contract.
4 Green	Merton Council should continue to require all domiciliary care providers to carry out new CRB checks on their frontline staff every three years. Care providers should submit evidence that this has been	Contracts Team	Agreed. This is already Merton Council's agreed process.	This is already in place. This is a requirement of all Adult Social Care Contracts.

	<p>done to the Council within three months of the renewal date. This requirement should be introduced into all new domiciliary care contracts signed by Merton forthwith. (Paragraph 55)</p>			
<p>5 Amber</p>	<p>We recommend working with GPs to identify those with dementia living in their own home. (Paragraph 58)</p>	<p>Service Manager Jenny Rees</p>	<p>Agreed. The Merton Adult Access Team will receive and discuss referrals with outside agencies including GP surgeries who would like to refer customers to adult social care.</p>	<p>Health liaison workers in post to enhance better relationships between Social Services and GPs. Processes for looking at referrals in place. Further work looking at the use of this role being undertaken. A risk stratification process is in place to identify adults with 2 or more long term health conditions, including dementia. Once identified a multi-disciplinary team will consider the most appropriate interventions for the individual, and a keyworker will be assigned to co-ordinate this. This way of working is going to be expanded to all practitioners working within the integrated locality teams.</p>

	<p>We further recommend that their care packages should be regularly monitored, at least once a year and more often as need arises and situation deteriorates and whether or not a complaint has been made.</p>	<p>Service Manager Jenny Rees</p>	<p>This will be met through the usual review process within our review team in Access and Assessment. Clients that are allocated to a social care worker will have their review undertaken by that allocated worker. Any issues uncovered at a scheduled review will be taken back to management and discussed if case allocation is necessary.</p>	<p>We have a review process in place through our review team and allocated social workers. However we are currently looking at how we can develop the robustness of this process and how we can include our partners. A draft revised review policy has been developed whereby a range of staff and methods will be used to review packages of care to enable more review to be carried out. This will also mean setting clear outcomes so that it will be easier to measure the efficacy of care being provided.</p>
<p>6 Green</p>	<p>We recommend creation of a summary adult safeguarding document for distribution to adult social care users that contains clear, concise information stating what abuse is, who it should be reported to, what will happen next and what</p>	<p>Safeguarding Adults Team - Julie Phillips.</p>	<p>Agreed. This is in progress within the safeguarding adult's team.</p>	<p>We currently have information leaflets, which are being printed.</p>

	support they will get. (Paragraph 62)			
7 Red	We recommend production of a DVD on safeguarding issues. As a starting point, ahead of a full PR & publicity campaign, this DVD should be produced in time for the celebrating age festival in 2012. It should also be distributed to service users and/or screened at Community Forum meetings, day centres and relevant events. (Paragraph 65)	Safeguarding Adults Team – Julie Phillips.	Agreed, noting that the recommended timescale depends on the capacity to deliver this.	This was not achievable due to Inability to find an organisation that could take this forward and lack of funds. As an interim measure we have now purchased a DVD produced by Action on Elder Abuse. We will screen this at key events.
8 Green	We recommend using Elder Abuse Awareness Day (15 th June) as an opportunity to increase understanding and awareness of elder abuse issues and how concerns can be reported via the abuse hotline. As a starting point that an article referencing this task group report and Elder Abuse Day should be prepared for the 2012 summer edition of My Merton (copy deadline early May). (Paragraph 66)	Safeguarding Adults Team – Julie Phillips	Agreed.	Completed, the My Merton article was in the December 2012 edition. Elder abuse day has been marked by a stand with information and leaflets in Merton link in 2012 . 2013 the safeguarding team did a presentation and talk to older people living in supported accommodation.
9	We recommend that the	Communications	We understand that in this	This was promoted as part of

Green	Safeguarding Hotline number be promoted in other Council publicity materials, including Council letters sent to residents, and as a footnote on Council emails. (Paragraph 68)	Team – Bronwen Pickering	recommendation the panel means this to happen on a selective basis (for example for a specific period of time or for targeted recipients), and agree to this on this basis	the My Merton article dated December. Will continue to promote this throughout the year.
10 Green	We recommend liaising with Sodexho to place information messages regarding elder abuse and how to report it on food or other packaging that goes into the homes of elderly or other vulnerable adults. (Paragraph 70)	Communications Team – Bronwen Pickering/ David Slark	We understand that the panel means such information to be made available to meals recipients at the beginning of their use of this service, and then at regular intervals, rather than to be on all products going into homes on a daily basis. On this basis we agree this recommendation	Complete: As part of our standard monitoring and management of all ASC Contracted services, we shall ensure providers continue to raise awareness to customers of elder abuse and how to report it.
11 Amber	We recommend adding clear, concise information about the right of an individual to remain anonymous when reporting suspicions of abuse on the 'Whistle blowing' and 'Safeguarding Vulnerable Adults' page of Merton Council's Website. These pages should also include an easy-to-understand timeline stating 'What Will Happen Next'	Safeguarding Adults Team – Julie Phillips	Agreed.	This is currently being done and will be completed by Feb 2014.

	after abuse or other suspicions are reported. Any printed material should be updated in the same way. (Paragraph 75)			
12 Green	We recommend producing a booklet offering advice to self-funders on how to choose and fund appropriate home care, and what pitfalls to look out for. (Paragraph 78)	Commissioning Team –Rahat Ahmed-Man	Agree - We entirely support the principle of making information and advice available to self-funders, but believe that this is best made available primarily through on line information in the portal to be launched later in 2012, with the use of this portal supported where needed by trained staff and volunteers. This will ensure that the information is kept up to date and is available to the widest range of potential users, for example relatives who live outside Merton.	Complete - Merton Eye Launched in November 2012.
13 Green	We recommend offering free CRB checks for self- funders (DP) who employ local people to provide care services on their behalf. (Paragraph 79)	Financial Assessments and Direct Payments Team.	We agree that the council should support self-funders(DP) in obtaining CRB checks. Officers will assess the budgetary impact of offering this as a free service and may recommend charging at cost, recognising that if the council assists with obtaining CRB clearances then the cost will be lower.	The Direct Payments Team are now supporting Direct Payment customers to undertake the DBS (CRB) checks free of charge. The cost of the £44 check is being met by adult social care.

14 Red	We recommend people aged over 70 and known to be living alone, who fall into Council Tax, rent, care services or other arrears that come to the notice of the Local Authority, should not be sent a summons until they have been contacted personally by a member of the safeguarding team who is assured that there is an legitimate and acceptable explanation for the arrears. This policy should be implemented immediately. (Paragraph 86)	Finance Team	We do not agree this recommendation.	<p>Colleagues will make referral to safeguarding adults as and when necessary.</p> <p>This is because of the resource implications and because of potential complaints about how information has been used and Human rights. However we would support all officers in the council being aware of possible safeguarding issues when people fall into arrears, and in those cases where there are clear reasons to think such issues exist then to make a referral to the safeguarding team and ask for contact to be made.</p>
15 Green	We recommend that Trading Standards liaise with the Safeguarding Team to identify adults likely to be at risk of rogue traders and cold callers, and warn them in writing, bi-annually, about the dangers of	Trading Standards Team – John Hillarby	Agreed.	Trading Standards have again revisited all banks and building societies in Merton to promote their Nail The Rogues campaign. This facilitates financial institutions providing an early warning to Trading

	<p>cold-callers, sending 'No Cold-Callers' stickers they can put on their front doors. (Paragraph 87)</p>			<p>Standards where they have concerns that elderly and vulnerable adults are seeking to withdraw large amounts of money in respect of building and similar work. A Trading Standards rapid response team then go to the bank or residents home accompanied by Police where necessary. Training and advice is provided. A number of successful interventions have been made.</p> <p>Presentations have been made to community groups to promote awareness of doorstep crime issues and leaflet drops continue to be made in areas that intelligence indicates rogue traders are operating.</p> <p>.</p>
<p>16 Green</p>	<p>We recommend all new users of personal budgets receive the leaflet referred to in Recommendation 6 - or otherwise given written details of the Safeguarding hotline -</p>	<p>Jenny Rees MAAT, Hospital, East and West Assessment and Support Planning Team</p>	<p>Agreed.</p>	<p>We provide information to customers about who to contact should they have any concerns. However we will be reviewing the information pack provided to make sure all information is up</p>

	when their budgets are approved, and encouraged to report any concerns about misuse of their personal budget via the helpline. (Paragraph 89)			to date.
17 Green	We recommend that the safeguarding adult's alerts are reported to the Healthier Communities and Older People Overview and Scrutiny Panel on green paper on a quarterly basis. (Paragraph 94)	Safeguarding Adults Team – Julie Phillips	Agreed.	Information is provided about safeguarding trends. Reports will be available on a quarterly basis. Report attached.
18 Green	We recommend that a separate working group consisting of Council officers, care home managers, residential care users and elected members be formed to develop a 'Merton Standard' for care homes that goes beyond statutory requirements, and establishes a quality measure against which care establishments in the Borough can be rated. Performance indicators should include how effectively homes meet the physical, emotional, social, and privacy requirements of their	David Slark Commissioning	We agree that the working group described could profitably work together in order to agree and improve the standards which the council expects from providers from which it commissions services, and from other local providers if they are willing. We also agree that any information about quality of care and environment should be as accessible to our residents as possible. We will be keen to support Health watch in its role to oversee and assist these activities.	This piece of work is being led by Age UK (Merton) through their "Visitor Scheme Project". Age UK (Merton) now have trained relevant "Visitors" (with completed DBS checks), who are now in the process of visiting care homes. Initial outcomes from these visits are expected before the end of the first quarter of this calendar year.

	<p>clients, as well issues such as quality of fittings and furnishings, nursing and other staff to client ratios, etc. These ratings should be available to members of the public to assist them in choosing care homes. The Merton Standard could also stipulate continuing professional development requirements for managers, and pay levels for frontline staff.</p> <p>We further recommend that a Dignity and Care Conference be held for all interested parties in the Borough to explore this and other issues relating to the care of the elderly, including how the Council can work with HealthWatch to monitor and improve standards of care for the elderly in the future. (Paragraph 104)</p>	<p>Safeguarding Adults Team – Julie Phillips</p>	<p>We do not agree to the council applying public “ratings” to providers, on the basis that it is not appropriate for the council to duplicate the regulatory function of the Care Quality Commission, and that the resource implications would be significant.</p> <p>Agree. We support the holding of a Dignity in Care conference.</p>	<p>Completed Dignity Conference held 19th September 2013 Jointly with Merton Senior Forum..</p>
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