

OLDHAM SAFEGUARDING ADULTS BOARD



***SINGLE-AGENCY
STATEMENTS
2021-2022***

Oldham Council is a Local Authority who commit to work cooperatively to serve the population of Oldham. We have statutory responsibilities to signpost, support and provide services to the people of Oldham. Oldham Council and our partners are committed and protect people to live safely, free from abuse and neglect. This is multi-agency partnership working with our communities and partners. We endorse a strong prevention strategy. We endorse our commitment to work in line with the Safeguarding Adults Multi-Agency Policies and Procedures. This is our priority.

We are passionate about safeguarding adults. We promote and protect the human rights, wellbeing, and safety of the people of Oldham to live fulfilled lives.

We have very specific statutory legal duties for preventing, delaying, assessing, and meeting care and support needs of adults under the Care Act 2014. We also have statutory duties to undertake safeguarding enquiries for adults over eighteen years old and to organise Oldham's Safeguarding Adults Board. Within the Mental Capacity Act (MCA) 2005, we are responsible for organising assessments and authorising deprivations of liberty for adults. These are facilitated for individuals in hospitals and care home accommodation when a person is receiving care and treatment deemed to be in an individual's best interests. We also ensure that individuals and their representatives have the information needed to challenge their deprivation if they wish to do so through a 'Section 21A Challenge' process.

Oldham Council undertake these statutory responsibilities as part of Oldham Cares Integrated Care Organisation and deliver them through our Adult Community Health and Social Care services.

Safeguarding and Oldham Council

Safeguarding is our top priority in Adult Community Health and Social Care at Oldham Council. We work with adults aged over eighteen years old who have care and support needs. We support and promote independence and strength-based support to enable individuals to stay well and live safely in their communities, free from abuse and neglect.

Our approach is to work in partnership with adults to make safeguarding personal to everyone by understanding what is important to a person and what they want to happen to stay safe and well. We take a multi-agency approach to safeguarding, working in partnership with other agencies and organisations to support the safety and wellbeing of adults.

We promote the safety and wellbeing of adults. This begins

with prevention through strength-based assessments, signposting and building community capacity. This can be facilitated through the assessment and management of risk, ensuring least restrictive approaches whilst promoting wellbeing. The aim of this approach is to prevent abuse by empowering people and communities to be resilient and build support networks to be able to safeguard themselves. We also promptly respond to concerns of abuse and neglect for adults with care and support needs. This involves a coordinating response to concerns, arranging meetings, completing safeguarding enquiries and direct work with individuals and their advocates. We complete protection planning and review plans where an adult is experiencing or at risk of abuse or neglect. At all times we aim to ensure individual's outcomes are at the centre of this process to empower and protect those who are unable to protect themselves from the experience of abuse and neglect.

Our approach is to respond proportionately and in the least intrusive way to the individual at risk. We work with individuals to ensure that they are not illegally deprived of their liberty, and that the care and support they receive is necessary and proportionate to manage the risks to their wellbeing. Alongside our work with individuals, we also work with our care providers, reviewing the quality of services to support the delivery of safe care through support, prevention, and intervention.

The final part of our approach is to work at a systems level to strategically develop and maintain the effectiveness of the safeguarding system in Oldham.

Safeguarding in 2021/22

The key safeguarding themes in 2021/22 were:

- increased reports of abuse to Adult Social Care. We were required to respond effectively to increased levels of safeguarding concerns throughout the pandemic response and recovery period. We responded to the significant increase in reported safeguarding concerns by reconfiguring the Adult Social Care access point designed to speed up the screening of new referrals. increased levels of complexity. We responded to the increase in complexity of cases, particularly involving exploitation, Domestic Abuse, hoarding and self-neglect, through the creation of the Adults Complex and High Risk Panel which brings together safeguarding leads to help problem solve cases involving multiple issues.
- increased support needed for care providers. We provided enhanced support to care providers to support the safe delivery of care throughout the pandemic response and recovery.
- increased requests for Deprivation of Liberty Safeguards. We responded to the increase in demand by increasing the

pool of people authorised as Best Interest Assessors. In addition, the appointment of a dedicated manager has resulted in a streamlining of processes and a strengthened the operating model for the service.

We also recognised ongoing trends regarding how Community Health and Social Care and the wider safeguarding system in Oldham support people who:

- are experiencing exploitation as an adult
- are transitioning through safeguarding services
- have complex dependencies
- self-neglect
- experience Domestic Abuse
- experience Elder Abuse.

We worked strategically to:

- empower our front-line staff and partners with the specialist knowledge, skills, and ability to prevent abuse and respond effectively when someone is at risk of or experiencing abuse.
- establish an evidence base, practice framework and definition in relation to complex and contextual safeguarding for adults, through local, regional, and national initiatives.
- be effective members of Oldham's multi-agency safeguarding partnership through proactive engagement with Oldham Safeguarding Adults Board and wider multi-agency safeguarding forums.
- continuously improve our services to support people to live safely.
- use the lived experience of individuals to improve quality and service delivery.

Our top areas of progress in 2021/22 were:

- Oldham Council was recognised nationally in the Insight Report for outstanding Safeguarding Adult responses during the Covid-19 pandemic
- Supporting the development of the Tiered Risk Assessment and Management (TRAM) Protocol
- The reduction in Safeguarding Adult Reviews
- The coproduction that has taken place with Oldham Safeguarding Adults Board and individuals with lived experience
- Adult Social Care has traditionally provided data on how it responds to safeguarding enquiries. Last year, this was expanded through a new Partnership Data Dashboard to collect data on who is reporting safeguarding concerns so we can identify gaps and target our information campaigns and training.

Safeguarding Adult Review Learning

Oldham Council representatives worked with partners to develop the Tiered Risk Assessment and Management (TRAM) Protocol as a direct result of Safeguarding Adult Review Learning and from feedback of individuals with lived experience. The TRAM protocol endorses mental capacity and

individual personal outcomes to lead the multi-agency response. This ensures individual's outcomes are at the centre of all multi-agency working. The TRAM protocol has been adopted by all partners within Oldham's Safeguarding Adults Board.

Successful Multi-Agency Safeguarding Work

Oldham Council are leading the way across Greater Manchester in the development of a definition and framework in complex and contextual safeguarding for adults. This work is driving the development of an understanding and framework to support individuals with complex needs to receive a more proactive, effective, and joined up response from Local Authorities. Oldham Council is leading this area of work with the North West Association of Directors of Adult Social Services (ADASS) and other Local Authorities.

Safeguarding Priorities in 2022/23

Our objectives in 2022/23 will be:

- Meeting the requirements of the Oldham Safeguarding Adults Board Business Plan.
- The implementation of Liberty Protection Safeguards.
- The transfer of Adult Social Care Front Door to the Adult Referral Contact Centre (ARCC).
- To reduce the number of open safeguarding enquiries
- To continue working in partnership with individuals with lived experience.

Key Challenges

Key challenges will be the ongoing impact of the Covid-19 pandemic combined with cost-of-living increases. Both are expected to disproportionately impact on Oldham's poorer communities and adults at risk of abuse and neglect.

Additional challenges will be:

- Capacity and Demand: We will continue to balance the increasing demand from safeguarding referrals with reduced staffing capacity. Key to this will be a focus on the recruitment and retention of staff within Oldham.
- Place Based Working: We will focus resources on working at a local level with communities both to promote people's understanding and awareness of safeguarding and build on local networks of support to help keep people safe.
- Safeguarding Prevention Strategy: Priority will be given to the production of a safeguarding prevention strategy aimed at refocusing resources on the early identification and intervention to prevent abuse or neglect. This will be developed in partnership with local communities and service user groups.

Greater Manchester Police



Greater Manchester Police is responsible for providing a first line response to the needs of the community. This includes fighting crime, keeping people safe and safeguarding vulnerable people.

Safeguarding and Greater Manchester Police

Vulnerability remains the number one priority within Greater Manchester Police and it is essential that we all work together to protect vulnerable adults living in and visiting our communities. As a force, it is essential that we are in a position to identify and protect the most vulnerable and ensure that our officers and staff are equipped to safeguard and protect vulnerable victims of crime, through early identification of risk and a robust response to identified criminality.

All Greater Manchester Police staff work internally and externally with partnership agencies in order to safeguard vulnerable people. This includes victims of all forms of abuse including domestic, financial, psychological, neglect and sexual abuse, as well as adults at risk of abuse or exploitation. We work to ensure that we achieve the best possible outcomes for all individuals whilst also considering the wider threat posed by perpetrators.

Safeguarding in 2021/22

The key adult safeguarding themes to emerge within the last year relate to the month on month increase of Domestic Abuse incidents, in particular, Stalking, Harassment and Domestic related sexual offences. Possible reasons for this include an increase in public confidence to report as well as a force drive around National Crime Recording Standards.

Having identified the increase in demand, a number of measures have been put into place within the Oldham Multi-Agency Safeguarding Hub (MASH) including co-location in order to ensure that the partnership provide the best possible service to those who are identified as being vulnerable in our community.

Greater Manchester Police have implemented stage one of the Investigative Safeguarding Review (ISR2). This has resulted in officers being moved into the specialist Child Protection Investigation Unit. The Force is now preparing for the second stage which will develop Adult Safeguarding Units. This unit will provide specially trained officers who will be dedicated to tackling Domestic Abuse and safeguarding vulnerable adults. By moving towards this structure, the

Oldham District will be able to develop an enhanced level of service to those in need within our communities whilst building strong partnerships with external agencies.

Another area of progress relates to Greater Manchester Police responses to Domestic Incidents. As a result of the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) action plan, the Public Protection Governance Unit conducted internal audits on each of the Districts. These audits assessed good practice displayed by officers and also areas of learning and improvement. Some key learning was highlighted within this audit which has resulted in the implementation of Domestic Abuse Learning Circles. This is a new initiative encouraging reflective practice amongst officers and staff at all levels of service. This is a two way process which allows the officers to reflect on their performance as well as the chance for them to comment on organisational barriers when dealing with Domestic incidents. In addition to this, the District now takes part in a force daily governance meeting where incidents from the previous 24 hours are reviewed and any concerns are swiftly addressed.

Making Safeguarding Personal

Greater Manchester Police are dedicated to embedding Making Safeguarding Personal. One of our first priorities should always be to ensure the safety and wellbeing of the adult with care and support needs and, when the adult has capacity to make their own decisions, to aim for any action to be in line with their wishes as far as appropriate. The individual should be supported to recognise risks and to manage them. The safeguarding process should be experienced as empowering and supportive.

Successful Multi-Agency Safeguarding Work

A Stalking, Harassment and Domestic Abuse Panel took place in October 2021. This was made up of the Police, the Crown Prosecution Service (CPS) and Victim Service Coordinators. The exercise found that the CPS were receiving more stalking cases from the Police compared to the previous year. The exercise also found some strong investigations and tenacity of officers, good evidence of CPS and Police working together on cases, and applications for restraining orders.

This piece of work has led to further internal audits being conducted on the District which has highlighted good practice and some areas of development for officers. The learning circle practice has now been fully implemented which allows an officer to discuss a case that they have attended and apply reflective practice in regards to their performance. This is new force initiative which has been trialled on the Oldham District.

Safeguarding Priorities in 2022/23

The key adult Safeguarding priorities for 2022/23 include the implementation of the Investigative Safeguarding Review unit (ISR2) and the Adult Safeguarding Unit (ASU), improving our response to Adults with Complex Needs and reshaping the governance of Domestic Abuse Multi-Agency Risk Assessment Conferences (MARAC).

The new ASU will enhance our response to adult safeguarding. Domestic Abuse victims will be contacted and supported throughout the Criminal Justice process. The ASU will also provide an enhanced response in relation to Adult Protection. The ASU will triage each Adult Protection incident and identify adults who are in need of support. Working closely with Adult Social Care, Mental Health services, drug and alcohol services and neighbourhood police officers, victim concerns will be problem solved and resolved quickly by the most appropriate agency and, in so doing, it is anticipated that demand into all services will be reduced. The main focus of this new unit will

be to implement Greater Manchester Police Domestic Abuse policy and support frontline officers dealing with Domestic Abuse.

The district MASH team are co-located with partners and triage all Domestic Abuse, Child Protection and Vulnerable Adults cases. It is recommended that the Domestic Abuse and Vulnerable Adult triage aspect of the MASH and the MARAC coordination function combine to form the new ASU units.

Key Challenges

We will continue to respond to the emerging trends of Complex Safeguarding, Domestic Abuse, and neglect. The increased demand particularly in these key vulnerability strands will be our key challenge and it is hoped that the specialist teams, for example the Adult Safeguarding Unit, will assist. The creation of the new all age Complex Safeguarding Team is also a key partnership area for us to work on moving forward.

NHS Oldham CCG



NHS Oldham Clinical Commissioning Group is an organisation responsible for deciding how taxpayers' money is spent on the health of people who live in Oldham. NHS Oldham Clinical Commissioning Group is a membership organisation, with every family doctor in Oldham as our members. The vision of NHS Oldham Clinical Commissioning Group is to improve health and healthcare for the people of Oldham by commissioning the highest quality healthcare services, provided near to the patient, in an integrated fashion and representing best value for money.

As we move into the Greater Manchester Integrated Care System, we are committed to providing the care that Oldham people need, to ensuring safeguarding responsibilities are met and to reducing inequality whilst improving outcomes for those in need or at risk.

Safeguarding and NHS Oldham CCG

Safeguarding is fundamental to every aspect of the organisation as we ensure that all our NHS Commissioned Providers such as the GP practices, hospital, community services and Mental Health services are fulfilling their responsibilities to safeguard those using their services. Our approach is one to support those providing services in Oldham to do so to the best of their ability, recognising vulnerability and risk and having the appropriate methods in place to respond.

Clinical Commissioning Groups are one of the statutory safeguarding partners and the commissioners of local health services. They are responsible for the provision of effective

clinical, professional, and strategic leadership in regard to safeguarding adults, including the quality assurance of safeguarding through their contractual arrangements with all provider organisations and agencies, including independent providers.

The Safeguarding Team is a fundamental part of the CCG's commissioning and contractual process; ensuring NHS funded services are delivering safe and effective care. NHS Oldham CCG is committed to the protection of adults and preventing abuse. The Designated Nurse Safeguarding Adults represents NHS Oldham CCG on the Oldham Safeguarding Adults Board as a professional advisor and on various Sub Groups of the Board. The Director of Nursing & Quality provides the executive level oversight on the Board.

The Safeguarding Team maintain excellent operational links with Primary Care, the team deliver regular safeguarding training sessions as well as opportunities to discuss updates and learning from reviews in the GP Safeguarding Lead Forum. The Designated Professional Team undertake assurance activity with all commissioned providers.

NHS Oldham CCG's Designated Nurse Safeguarding Adults continued in the role of Chair of the Board's Safeguarding Review, Audit and Quality Assurance Sub Group throughout 2021/22.

Safeguarding in 2021/22

As one of the statutory partners, the CCG have continued to have

oversight of safeguarding delivery across Oldham and supported partnership working as we have moved into a different phase of responding to the Covid-19 pandemic. This included:

- close working with providers and partners to respond at pace to any new and emerging safeguarding concerns particularly in the wake of the Covid-19 pandemic
- supporting development of multi-agency pathways and policies with Oldham Safeguarding Adult Board, particularly the development of the Tiered Risk Assessment and Management (TRAM) Protocol, Allegation Management protocol and a Multi-Agency Domestic Abuse policy.
- reintroduction the Safeguarding Assurance process for Nursing Homes.
- all GP practices meeting with the safeguarding team to review their safeguarding assurance audits.
- working on a Greater Manchester footprint leading the development of an Integrated Care System model of safeguarding.

Safeguarding Adult Review Learning

The Designated Nurse Safeguarding Adults has worked continuously with locality partners to embed learning regarding safeguarding investigations involving a person in a position of trust and to ensure that there is a robust and acknowledged policy to support staff in raising allegations. The actions taken around this include:

- Ensuring compliance is included in Provider contracts through a Safeguarding Assurance Tool
- Managing allegations against staff is included within the CCG and Primary Care Policy and Training
- The Safeguarding Team have supported the wider CCG teams in the response to safeguarding concerns in primary care
- The Safeguarding Team have supported the wider multi-agency partnership in the response to safeguarding concerns involving health practitioners
- The Designated Nurse Safeguarding Adults has supported Oldham Safeguarding Adults Board with the development of the multi-agency Allegation Management policy.

Successful Multi-Agency Safeguarding Work

The work that the CCG has done, led by the Designated Nurse, to contribute to the developing Greater Manchester safeguarding model is a crucial aspect of how the CCG organisationally supports those at risk.

The changing landscape of health and social care means that, more than ever, it is essential that Oldham people have a voice and that we continue to work directly with the local community to improve outcomes and keep people safe. This means

taking the lessons learned from our local Safeguarding Adults Reviews and applying them directly to the Oldham services and Oldham people and ensuring that this level of focus does not get lost in the establishment of the Greater Manchester Integrated Care System. We have worked with safeguarding partners to review existing structures in the locality to ensure robust governance processes for safeguarding remain central to any changes.

Safeguarding Priorities in 2022/23

Our key adult safeguarding priorities for 2022/23 include a smooth transition to the Integrated Care System and development of an integrated approach. This will involve:

- the transition of the complex safeguarding and MASH Specialist Nurses to the Northern Care Alliance. Operational posts are part of the wider placed based safeguarding offer.
- continue to work at a Greater Manchester level to align safeguarding processes across the Integrated Care System.
- ensuring that safeguarding is central to the developing governance structure at the Integrated Care System and at place
- ensuring a clear delivery framework for the delivery of health statutory safeguarding duties.

A further priority will be responding to the new duties for health services identified in the Domestic Abuse Act 2021. This will include identifying an assurance framework for compliance against directed standards across the Integrated Care System and in place to ensure that all health services are compliant. We will also be continuing preparations for the implementation of the Liberty Protection Safeguards, overseeing and supporting Oldham and wider partners in developing governance processes and resources to ensure that the locality and wider partnerships have the necessary systems, processes, training and resources in place.

Key Challenges

There are key challenges as we move into 2022/23 as we continue to contend with the Covid-19 pandemic and adjust to this being part of our business as usual. The impact of the last few years on our workforce across health and care is phenomenal and we need to support services to recruit and retain staff, to support them through difficult challenges and emotive situations and to provide appropriate support and supervision.

The changes across health and care will provide challenges over the coming year but this also brings opportunity to connect our partners across the Oldham locality and ensure that safeguarding remains a core component of our new system governance.

Primary Care is at the core of a place-based approach and over the coming year it will be essential to support the growing maturity of the primary care networks to solidify their contribution to safeguarding practice and to embed the learning that we have seen over the last 12-18 months to improve outcomes for our residents at neighbourhood level.

Age UK Oldham is a local autonomous charity offering services and support for older people in the borough. Aiming to improve their quality of life we work both independently and in partnership with other local statutory and voluntary organisations to provide practical services and timely effective support for those who need it the most.

Safeguarding and Age UK Oldham

Safeguarding is fundamental to the work we do and is everyone's responsibility. Training of all staff, volunteers and contractors who meet routinely with older people is essential, ensuring they recognise any potential issues and instilling confidence in them to assist.

Equally important is our prevention strategy, both in taking a person-centred approach to individuals and ensuring our services are designed to help people to live safely and independently for as long as possible.

Much of the work we do involves seeing people in their own homes giving us an opportunity to offer assistance if improvements are needed and have an oversight of their relationships with others.

Keeping a watchful eye and making sure that we have regular contact with older people, their families and partner agencies is key to ensuring their safety and wellbeing.

Developing a relationship with our participants helps us to identify problems as they arise. For example, our Falls Prevention team keeps in contact with participants at our weekly classes and through telephone welfare calls. Also, our Life Story project volunteers are trained to pass on any concerns identified through visits and phone calls. We then proactively offer support in order to maximise independence and reduce vulnerability.

Safeguarding in 2021/22

In 2021, pandemic restrictions were gradually lifted and we were able to resume face to face contact with service users, the impact of the Covid-19 pandemic on older people's mental and physical health began to emerge. There was an increase in referrals for our services from both Social Care and Mental Health teams. There was also a marked increase in requests for help from older people and their carers to our Dementia Information and Support service.

Although staying at home was a protection from the virus, for many people, moving around less led to loss of mobility and others suffered from loss of appetite and poor diet. Instances of malnutrition continue to be reported and our Home Meals

delivery service has shown no reduction in demand despite lifting of restrictions and luncheon clubs re-opening. There has been an increase in poor living conditions and requests to assist with lack of basic household necessities e.g. heating and cooking appliances, beds and bedding etc. We continue to become aware of and receive requests for assistance with problems arising from hoarding.

Social isolation and the anxieties of the pandemic left people feeling depressed and fearful whilst the lack of timely access to early intervention and respite for people living with dementia and their care givers has been sorely missed.

As people were able to return to our Day Care Service, the marked increase in their frailty levels was very apparent. Sadly, some people were only able to attend for short periods before having to move into residential care or facing end of life. An increasing number of people referred to our Day Care have been assessed with complex needs. Instances of Carer breakdown are increasing exponentially.

Our key adult safeguarding achievements in 2021/22 were:

- Working in partnership with the Black, Asian and minority ethnic (BAME) community, particularly during the Covid-19 pandemic, overcoming language barriers to help alleviate the fears brought about by the pandemic.
- Working collaboratively on doorstep engagement, delivering up to date information and offering Covid-19 testing.
- Following NHS Safeguarding Toolkit guidance, all Age UK Oldham staff completed up to date Safeguarding training commensurate with their role and responsibilities.
- Despite the different approaches organisations have made in returning to the office following Covid-19 related restrictions, we continue to forge relationships with Health and Social care colleagues. We attended Risk Huddles in the Clusters to help identify individuals at risk who are known to the Cluster teams. In return, we were able to bring older people considered 'at risk' to the notice of Health and Social Care colleagues when we identified that support was needed.
- As a partner in the Social Prescribing Innovation Partnership our staff were trained to work at a multigenerational level when appropriate.

Making Safeguarding Personal

Working alongside other agencies and often as part of a wider team, we are aware that all partners form part of the Team Around the

Adult. We work closely, communicating well between agencies to support people in the way they choose. As a voluntary organisation we welcome that we can now escalate concerns and call meetings with others when needed. We are involved in the Risk Huddles and multi-agency team meeting and so have contact with other professionals to explore safeguarding certain vulnerable older people.

Successful Multi-Agency Safeguarding Work

On numerous occasions we have worked closely with Social Services, Warm Homes, the Oldham Council Local Welfare Provision and Housing Providers to support very vulnerable people, both practically and emotionally, to move back into the community from an emergency care placement or to be re-housed to more suitable and safe living conditions.

We have worked with a multi-agency partnership on a project designed to improve knowledge of Domestic Abuse and older adults, carrying out one-to-one interviews with survivors from diverse backgrounds and playing an active role in the project steering group.

Safeguarding Priorities in 2022/23

We have recently accessed Hoarding training and plan to use this knowledge to help us identify the right support an older person may need when living in such conditions.

We are working in close partnership with Tameside, Oldham and Glossop Mind, a local mental health charity, giving us the opportunity to gain greater expertise in supporting older people with longer-term mental health conditions.

We will continue to work with unpaid carers who care for the most vulnerable in their own homes and ensure they have the fullest information to find the right care and support. The role that family and friends play is invaluable, and we need to make sure that they look after their own health and well-being.

Key Challenges

The cost of living crisis and the effects of fuel poverty will have a major impact on the physical and mental wellbeing of vulnerable older people in Oldham. Many of our older residents already live in deprivation. Not having enough money to pay for food and heating means that people struggle to keep warm and eat well. Their physical health deteriorates whilst not being able to go out and socialise and this leads to loneliness and depression.

The key challenge for us is to continue to provide Information Advice and Support, benefit checks, lunch clubs, befriending, social activities etc with both spiralling costs and future funding cuts looming, this is unthinkable.

Pennine Care NHS Foundation Trust



Pennine Care NHS Foundation Trust is proud to provide Mental Health and Learning Disability services to people across Greater Manchester. We serve a population of 1.3 million and our vision is a happier and more hopeful life for everyone in our communities. More than 4,000 dedicated and skilled staff deliver care from around 200 different locations in five boroughs.

In Oldham, our Mental Health teams provide care and treatment for people with mild to moderate conditions such as depression, anxiety or dementia, or more serious Mental Health illnesses such as schizophrenia and bi-polar disorder. Our services include Healthy Minds (psychological therapies), psychiatric intensive care, and rehabilitation services. Our Learning Disability services are for people with a moderate to profound

level of Learning Disability. Our Child and Adolescent Mental Health Services (CAMHS) are committed to providing a comprehensive and targeted intervention which positively aims to promote the emotional and psychological wellbeing of our children and young people.

Safeguarding and Pennine Care NHS Foundation Trust

Pennine Care NHS Foundation Trust continues to be committed to ensuring the principles and duties of safeguarding adults at risk are holistically, consistently, and conscientiously applied at the centre of what we do. Safeguarding adults is 'everyone's responsibility'. Our Trust Safeguarding Strategy recognises a 'Think Family' approach as children, adults and their families and carers do not exist or operate in isolation. Our safeguarding families team, including a Named Professional Safeguarding Adults provides training, advice, support and guidance to all our staff working in Oldham.

Our integrated leadership model, supported by the North Network Director for Quality, Nursing and Allied Health Professionals and Oldham Head of Quality enhances the work of our services and supports our commitment to the Oldham Adults Safeguarding Board and respective Sub Groups.

All our staff have the responsibility to promote the welfare of any child, young person, or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to Act upon them and protect the individual from harm, under the Care Act 2014.

Our Community Mental Health Team (CMHT) takes a proactive approach and will make enquires to establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom. Moreover, the CMHT will support with ongoing duty work, information gathering, Making Safeguarding Personal, supporting individuals and families, working with partners, attending strategy meetings, organising, and attending case conference meetings and along with the management team taking on the role of Safeguarding Adult Manager (SAM).

All staff work in line with our Safeguarding Families Policy and local multi-agency safeguarding policy and procedures and there are robust processes for the management of incidents and complaints.

Safeguarding in 2021/22

During 2021/21, Pennine Care NHS Foundation Trust recognised the following themes:

- Consistent and robust response to managing allegations against staff where there is harmful behaviour towards an adult.
- Inconsistent application of the Mental Capacity Act particularly in relation to capacity assessments and the interface with the Mental Health Act.
- Recognising, understanding and use of 'self –neglect' pathways when adults are potentially making unwise decisions.
- Responses to self-discharge, and services users not attending services or failing to be brought.
- Recognition and responding to disclosures of Domestic Abuse.

Our top adult safeguarding achievements in 2021/22 were:

- The safeguarding team continuing 'duty service' as usual throughout 2021/22 so staff were able to access safeguarding advice, support, and guidance. The numbers of consultations from staff working in Oldham services increased demonstrating they were still recognising and responding to safeguarding issues despite the demands of the Covid-19 pandemic.
- The development of Domestic Abuse basic awareness training for all staff within our trust regardless of role and the commitment by our trust that it will be mandatory.
- The continued delivery of Safeguarding Families Level 3 Training to all staff.

- The Delivery of a suite of Lunch and Learn Sessions on subjects such and Disclosures of Historic (non-recent) Sexual Abuse, Adult Grooming, and completion of a pre-recorded session in support of Action on Elder Abuse.

Successful Multi-Agency Safeguarding Work

The Named Professional Safeguarding Adults has supported and contributed to the development of the Tiered Risk Assessment and Management (TRAM) Protocol and Lead Professional Guidance. The Named Professional Safeguarding Adults and other members of the Safeguarding Team supported the Safeguarding Adult Review processes and contributed to the work of the Board's Safeguarding Review, Audit and Quality Assurance Sub Group and Policy, Procedure and Workforce Development Sub Group.

Safeguarding Adult Review Learning

The safeguarding team support the learning process from Safeguarding Adult Reviews through consultations, training, safeguarding supervision and increasing visibility in service areas.

Safeguarding Priorities in 2022/23

Priorities for Pennine Care NHS Foundation Trust in 2022/23 will be to:

- develop a delivery model for Liberty Protection Safeguards and advice, support, and guidance for frontline staff to apply the Mental Capacity Act.
- develop and implement managing allegation support and guidance for staff where there is harmful behaviour towards an adult.
- roll out of the Domestic Abuse basic awareness training for all our staff via our new learning management system.
- develop and implement a safeguarding families supervision model.
- develop and deliver a Safeguarding Multi-Agency Policy and Procedure Lunch and Learn Session.
- increase safeguarding team visibility in teams post the Covid-19 pandemic through drop in sessions and safeguarding quality walks.

Key Challenges

Our key challenges will be to continue to support the Board including consistent representation at relevant forums, to reduce the risk of harm and ill treatment of adults at risk and continue to promote the safeguarding adult agenda across the workforce.

Royal Oldham Care Organisation and Community Services functions come under the wider remit of the Northern Care Alliance (NCA). NCA provides a range of healthcare services including The Royal Oldham Hospital and the Oldham Care Organisation. NCA is responsible for delivering safe, clean, and personal care to the community it serves.

Safeguarding and Northern Care Alliance

The Care Act (2014) provides statutory legislation for adults at risk, it is expected that health will co-operate with multi-agency partners to safeguard adults. NCA Care Organisations have a responsibility to provide safe, high-quality care and support. The wider safeguarding context continues to change in response to the findings of large-scale enquiries, such as Francis (2013), Lampard (2015), legislation such as the Care Act (2014) the (2019) amendments to the Mental Capacity Act (2005) and the more recent Domestic Abuse Bill (2021). Contextual safeguarding issues present all agencies with new challenges in recognising and responding to cross generational, cross border risks affecting all aspects of the societies in which we all live.

To represent the Oldham Adult Safeguarding Agenda, responsibility and accountability is embodied at board level and is encompassed within the NCA Chief Nurse role and responsibilities. The operational and strategic delivery of the Oldham Safeguarding Adult programme is led by the Assistant Director of Nursing for Safeguarding Adults for the Northern Care Alliance under the Leadership of the NCA Group Associate Director of Nursing for Governance & Corporate Nursing, the Deputy Chief Nurse for NCA and Director of Nursing Oldham Care Organisation.

Safeguarding in 2021/22

During the period 2021/22, the Adult Safeguarding team has continued to strengthen the existing embedded Adults Safeguarding practices across the organisation.

The demands on the service remain multifaceted, complex and challenging. Despite the unprecedented Covid-19 pandemic period the Adult Safeguarding Service have continued to deliver the Adult Safeguarding Level 3, Mental Capacity Act/Deprivation of Liberty Safeguards training programme in preparation for the anticipated introduction of Liberty Protection Safeguards, due to replace the Deprivation of Liberty Safeguards in

2023/24.

The Greater Manchester Contractual Standards for Safeguarding Children, Young People and Adults at Risk and their achievement are at the heart of our approach and compliance was maintained for the period 2021/22. The team meet on a regular basis with Oldham CCG designated nurses and other relevant colleagues to offer assurance with regards to compliance thresholds.

Working with the Community Safety Partnership, the Adult Safeguarding Team were engaged in ensuring lessons were learned from serious incidents, Safeguarding Adults Reviews and Domestic Homicide Reviews. The Adult Safeguarding Team continued to fulfil the Trust's statutory duty by attending Adult Safeguarding and the Board's Sub Groups.

The NCA Adult Safeguarding team continued to strengthen our working practices with the Nursing Assessment Accreditation System (NAAS) nursing team. Key Lines of Enquiry relating to the Adult Safeguarding Agenda Mental Capacity Act and Deprivation of Liberty Safeguards have become embedded within the self-assessment audit programme across the organisation.

Ensuring our responsibility for Adult Safeguarding Training across the NCA. The Adult Safeguarding Team have reviewed and updated Adult Safeguarding/Mental Capacity Act training package, aligned with the NHS Intercollegiate document and NHS England Core Key Skills Framework. To offer an effective and supportive resource intensive option, the NCA Adult Safeguarding Service continue to deliver the training across digital platforms for staff across all sites.

A collaboration across work streams with Royal Oldham Hospital and Community Services commenced which includes increased visibility across all wards and departments to support with Adult Safeguarding concerns, this includes the Royal Oldham Emergency Department whereby daily drop-in sessions have been introduced and supported by the Named Nurse and Specialist Practitioner.

Senior Management and Safeguarding Assurance visits have recommenced following a pause due to Covid-19 pandemic related restrictions in clinical areas, together with a return to Care Quality Commission mock inspections with a particular spotlight on safeguarding.

Safeguarding Adult Review Learning

The Named Nurse for Adult Safeguarding supports the Nursing Assessment and Accreditation System (NAAS) and Community Assessment and Accreditation System (CAAS) questions and

answer sessions held across Royal Oldham Hospital monthly. The learning from Safeguarding Adults Reviews and Domestic Homicide Reviews are a core agenda item held within the governance structure of the Safeguarding Steering Group within Royal Oldham Hospital, and are discussed at length, with learning disseminated to wider staff groups within each service, team safety huddle and Multidisciplinary Team.

Successful Multi-Agency Safeguarding Work

NCA is a key contributor to the Safeguarding Review, Audit and Quality Assurance Sub Group of the Board. Recent contributions to the Sub Group include the undertaking and sharing of a quality assurance audit framework conducted across Royal Oldham Hospital and Oldham Community Services. The Mental Capacity Act Audit Framework captures activity across the organisation and highlights specific areas for improvement with regards to the principles outlined in the legal framework, thus creating a focus when undertaking the assurance visits across the site of Royal Oldham Hospital. The sharing of the audit model and pathway has enabled a streamlined systematic approach to the data collection and interpretation of findings with regards to multi-agency application of the Mental Capacity Act across the borough of Oldham.

Safeguarding Priorities in 2022/23

As part of the NHS 10-year plan, new partnership arrangements are currently in progress with the implementation of Integrated Care Systems (ICS) and integrated Care Boards (ICB), by July 2022. From a safeguarding perspective, the NCA Adult Safeguarding Team will continue to work towards achieving full compliance with the Contractual Safeguarding Standards outlined in the Greater Manchester Contractual Standards for Safeguarding Children, Young People and Adults at Risk under the new arrangements of the ICS/ICB. The Safeguarding Team will:

- continue to deliver the Adult Safeguarding Level 3/Mental Capacity Act Training programme across the NCA.

- participate in the consultation of the Liberty Protection Safeguard and prepare for the implementation in accordance with the code of practice.
- continue to strengthen the governance and reporting arrangements for Safeguarding Adult Reviews and Domestic Homicide reviews, thus embedding the recommendations and learning across the NCA.

Key Challenges

A review of the Mental Capacity Act was undertaken by the Law Commission in 2019, whereby it was determined that the Deprivation of Liberty Safeguards will be replaced by the Liberty Protection Safeguards by April 2022. Unfortunately, due to the delayed publication of the draft LPS Code of Practice with an extended consultation period of 14 weeks ending on 7 July 2022, the introduction of LPS has a revised implementation date of 2023/24. In preparation for the transition of Deprivation of Liberty Safeguards to Liberty Protection Safeguards, the NCA are currently:

- continuing to contribute to the multi-agency Liberty Protection Safeguards Steering Group within locality of Oldham
- considering the significant issues and concerns the Liberty Protection Safeguards Code and its application will have on the NHS
- Analysing the Liberty Protection Safeguards Code of Practice and considering how this can be applied within the NHS
- Analysing the regulations outlined in the Liberty Protection Safeguards Code of Practice and considering the training framework required to support the implementation of the legal framework within each organisation of the NCA.

In addition, and in preparation for the introduction of Liberty Protection Safeguards, the Adult Safeguarding Service continues to deliver the mandated Adult Safeguarding Level 3/ Mental Capacity Act/ Deprivation of Liberty Safeguards training across the NCA. The training compliance and training trajectory for ROH remain an agenda item on the ROH Adults Safeguarding Steering Group, whereby training compliance for both acute and community is monitored and training concerns escalated via the internal governance process within Royal Oldham Hospital and the NCA Safeguarding Committee.

Doctor Kershaw's Hospice



Dr Kershaw's Hospice provides palliative and end of life care for the people of Oldham who have a life limiting condition. This specialist care extends across an Inpatient unit, Community Services and a Wellbeing Centre.

Safeguarding and Dr Kershaw's Hospice

Safeguarding is at the heart of all our hospice services, supporting the provision of high-quality palliative and End of Life care, protecting the wellbeing and human rights of patients, staff, visitors, and volunteers and providing an environment that is free from harm, abuse and neglect.

Our CEO is the lead with executive responsibility for safeguarding; supported by the Medical Director and Deputy CEO/Director of Clinical Services. The Safeguarding Leads are in place to ensure that all staff and volunteers within Dr Kershaw's Hospice receive the required training, support, and supervision in relation to safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguards and PREVENT.

In the past year, the Hospice has met all its statutory requirements in relation to safeguarding children, young people, and adults, remaining fully compliant with the Care Quality Commission fundamental standards relating to safeguarding. The Safeguarding leads are trained to level 3 in the Safeguarding of Adults. A core mandatory training programme is provided to all staff. Safeguarding Adults Level 2 training compliance level is currently 97% and Safeguarding Children Level 2 compliance level is currently 98%. We have an identified lead for PREVENT and training in place for staff and have a 97% compliance rate. A Freedom to Speak Up Champion also in place, who attends meetings at a local Trust to network with other leads. Information is displayed around the Hospice to signpost staff, volunteers, and visitors to the appropriate lead person for any safeguarding concerns. Safeguarding policies and procedures and systems for reviews are in place.

We have direct links with the Oldham Safeguarding Adults Board. Our CEO is a member of the Board's Learning Hub and our Director of Clinical Services is member of the Board's Policy, Procedure and Workforce Development Sub Group. The Board's website provides additional resources including training which are promoted and made available to all Hospice staff.

We work collaboratively with other health and social care organisations and where any issues or concerns are flagged by our clinical staff, we proactively engage to discuss a partnership approach to managing these. This has been evidenced in

the past via multi professional debriefs and significant events analysis.

We have a nominated Complaints Lead and information about how to raise a concern is included in our information leaflets. We have a robust recruitment process for all staff and volunteers including DBS checks and mandatory obtaining of satisfactory references, prior to offer of employment. We also monitor nursing and medical professional registration details as standard practice.

Our Hospice agreed 'Values' are embedded within the Hospice culture. Measures are in place to safeguard vulnerable populations and promote equity and dignity in service provision e.g. measures to support bereaved dementia sufferers. We were the first Hospice to be recognised nationally as becoming homeless-friendly. This is via an established link with a local GP.

Safeguarding in 2021/22

We put a strategy in place to support our fabulous volunteers, many of whom were socially isolated through the governments shielding program. During 2021, we regularly rang the 92 most vulnerable volunteers to offer support and a friendly voice. All volunteers continue to receive a monthly newsletter, which has become more focused on looking after your wellbeing, activity ideas and staying safe. We sent fortnightly email updates, which have included virtual tours of the zoo and NASA, riddles and even a gardening competition. Volunteers who have been highlighted as struggling or being at an increased risk of isolation have received care packages, requested essential items and a friendly chat from a distance. In addition to emotional support and signposting to specialist services, we have also sent out activity packs, magazines, books, wool, and buttons; anything and everything to keep people occupied and positive. As restrictions have eased, we have been able to return many volunteers to their roles, but wellbeing calls and engagement have remained a priority.

Through the Covid-19 pandemic and associated restrictions, we gave careful consideration to ensure our services continued to fit the needs of our local community. Ensuring that both patients, their loved ones, staff, and volunteers were safe and well cared for.

We have tried and tested systems in place for reporting safeguarding incidents and concerns. Safeguarding incidents at the Hospice are rare but processes are in place to manage these. The hospice has an ethos and a culture of proactive and reflective learning. Any incident or safeguarding concern is seen as an opportunity to drive quality and improve systems. The Hospice ensures that it adheres to the 6 principles of safeguarding and this is referred to throughout the core mandatory training.

Successful Multi-Agency Safeguarding Work

We actively support and advise Oldham Safeguarding teams in their investigations where they are in connection with palliative and end-of-life care, in an honorary fashion and collaborative spirit. Our Medical Director has provided advice and guidance to OSAB and an investigating police officer in safeguarding cases of a challenging nature, helping the case officer's decision making.

Safeguarding Priorities in 2022/23

Priorities in 2022/23 will be to be a proactive member in locality safeguarding groups; be an active participant in the recently developed Greater Manchester Hospices Safeguarding forum; and to continually develop safeguarding

training, optimising staff awareness and empowering them to know how to respond to any safeguarding concerns.

Key Challenges

Our key challenges will be:

- the ability to resume to a full face to face service particularly in the Wellbeing Centre.
- the ability to facilitate larger groups within the Wellbeing Centre.
- to safely relax current visiting restrictions in line with government guidance.
- financial sustainability to ensure services can continue running as expected.
- keeping a focus on staff resilience via multiple means i.e. wellbeing sessions, Schwartz rounds and counselling services.

MioCare Group



The MioCare Group is a Council owned company who, as part of the wider integrated community health and social care service, provides a range of services to adults with Learning Disabilities and older people who require support outside of hospital; we do this with the aim of supporting people to maintain their independence and to live in their own homes for as long as possible.

Safeguarding and MioCare Group

Safeguarding is a priority for the Group and features in all elements of our operational activity, leadership and governance. We ensure that all employees are equipped with the skills, knowledge and support required in order to identify and act upon any concerns. Safeguarding training is mandatory, reiterating that all employees have a role to play in ensuring that people are safeguarded and that the safety of our service users is never compromised. Where safeguarding concerns have been identified, the Group fully investigate in line with relevant policies and procedures, instigating disciplinary sanctions where needed. The group are represented at the Board's Safeguarding Transitions Sub Group and also have Assistant Director level representation at the Learning Disability and Autism Practice Learning Group.

Safeguarding in 2021/22

Within Older People's services, we have actively engaged in Coroners requests and continue to do so. Adult safeguarding themes to emerge in 2021/22 included:

- Transitions from children's to adult services continuing to be a challenge.
- We continued to prepare for the change to Liberty Protection Safeguards alongside waiting for the

outstanding Deprivation of Liberty Safeguards applications, particularly in Supported Living.

Our key achievements 2021/22 included:

- the appointment of a new role within Learning Disability Services: Behaviour Specialist. This role has been vital in reviewing all positive behaviour support plans.
- the introduction of the 'Quality of Life Panel' with the aim of reviewing and reducing the number of restrictions in place.
- integration in Older People's Services continued and in recent months there has been an introduction of a new role in which an Assessment and Reviewing Officer is based within Oldham Hospital; this role supports in ensuring the safe discharge of individuals and that they receive the relevant support within their own home and/or local community.
- the roll out of Positive Behaviour Support (PBS) training with almost 90 people attending.

Safeguarding Priorities in 2022/23

Our priorities over the coming year include:

- the roll out of the Liberty Protection Safeguards and completion of any associated training.
- a review of Mental Capacity Assessments within Learning Disabilities services.
- continued work on effective transitions.

Key Challenges

A key challenge will be recruitment and retention; we will be hosting service user led recruitment events.

Turning Point, Rochdale and Oldham Active Recovery (ROAR), are an organisation that support adults in the community who have problems with drugs or alcohol.

Safeguarding and Turning Point

Safeguarding is key to all the work we do with service users. Our first priority is to work with service users to identify, understand and reduce the harmful impact substance use has on themselves and others using a harm reduction approach in which safeguarding is central. This includes strategies to keep themselves and others safe.

We work with people to understand the impact of safeguarding issues such as the impact of substance use on children and loved ones, the potential for self-neglect, Domestic Abuse and self-harm or suicide. For some service users, where there are associated severe physical and Mental Health issues, we work with social care to identify appropriate care packages.

Safeguarding in 2021/22

For our organisation, we found that we were liaising with Adult Safeguarding increasingly regarding vulnerable adults who are drinking dependently, and may be in acute mental distress, self-neglecting and have complex, potentially life threatening, physical health challenges. Many have low motivation to address their drinking behaviour.

Members of our team supported a learning event concerning vulnerable adults who are dependently drinking and followed up work with Public Health and Oldham Safeguarding Adults Board to support a new 'Blue Light' approach to vulnerable drinkers.

We refreshed our Suicide Prevention guidance, resources, and support to staff and service users. We embedded a complex case review process for the most vulnerable with input from Consultant Psychiatry, Safeguarding and Clinical Managers. We also increased our capacity to support and engage with a range of safeguarding and complex case management approaches with partners in social care, health, and criminal justice.

Making Safeguarding Personal

We have recently taken the lead on chairing multi-agency meetings for a dependant alcohol user who is working with our service alongside a number of other concerned professionals. During this process, we were able to adapt our detox policy to accommodate this client and successfully get them into a detox facility which they were comfortable with.

Successful Multi-Agency Adult Safeguarding Work

We have championed the need for a multi-agency approach to support and address increasing numbers of the population who are drinking problematically, alongside mental distress and self-neglect through a range of forums and initiatives including establishing a dedicated homeless and rough sleepers team and hospital liaison. We have also supported Pennine Care NHS Foundation Trust in management of drinkers particularly on elderly wards.

Safeguarding Priorities in 2022/23

Priorities in 2022/23 will be to:

- improve the capacity and skills of new staff in relation to safeguarding and the confidence of existing staff to lead multi-agency risk management meetings and approaches.
- work with partners to address the emerging high demand for highly complex drinkers with serious health and self-neglect issues.
- further develop and enhance local pathways and joint working in relation to Domestic Abuse, pregnant substance users and adults who may be self-neglecting.

Key Challenges

We are experiencing record breaking demand for the service and challenges in recruiting trained or experienced staff. We have instigated a new workforce structure and invested in training and development. Our team approach to managing the highest risk service users will further support our approach to safeguarding service users with complex needs.

Greater Manchester Fire & Rescue Service



Greater Manchester Fire and Rescue Service (GMFRS) is one of the largest Fire and Rescue Services outside London with more than 1,637 members of staff and 41 fire stations, covering an area of approximately 500 square miles and a culturally diverse population of 2.8 million people. With an international airport serving over 200 destinations, a major motorway network plus over 200 train and tram stations, Greater Manchester presents some of the most operationally varied challenges you will find.

Our vision is to make Greater Manchester a safer place by being a modern, community focused and influential Fire and Rescue Service. We aim to provide the best emergency response we can to our communities; this is our primary function, but our role is much broader than this. We have focused on prevention and protection work over the last decade to try and stop incidents happening in the first place, improving community outcomes in a variety of ways, educating, and developing young people and making fire station facilities available and more welcoming to the public.

Safeguarding and GMFRS

Safeguarding is a strategic responsibility of the organisation which is centrally managed through the Safeguarding Policy and Practitioners Group chaired by the lead safeguarding officer.

All internal safeguarding processes are aligned to the organisation safeguarding policy, which was reviewed and revised in 2021. The approach to safeguarding throughout the organisation is policy driven and systematically structured. Effective compliance and monitoring of performance and practice is undertaken at an individual borough level and at an organisation wide level.

Safeguarding in 2021/22

The key adult safeguarding themes for GMFRS in 2021/22 were related to Self-Neglect, Hoarding, Mental Health and Substance misuse.

Members of our team have supported the Board's Hoarding taskforce, provided hoarding awareness training to partner agencies and supported safeguarding professionals meetings.

Our top adult safeguarding achievements in 2021/22 were:

- improvements in the provision of additional training for designated safeguarding officers.
- review and revision of the safeguarding policy.
- appointment of an organisation lead safeguarding officer.
- introduction of a new case management system to ensure all safeguarding concerns are effectively reported and support is provided as required.

Making Safeguarding Personal and Safeguarding Adult Review Learning

The new Home Fire Safety Assessment adopts a person-centred approach, focusing the questions within the fire risk assessment on the Person, occupation, their activities, and the environment which they live in. This approach allows not only fire risks to be identified but also safeguarding concerns. Making Safeguarding Personal was also a major consideration in the safeguarding policy review that was undertaken.

Learning from Safeguarding Adult Reviews is discussed at the safeguarding policy and practitioners meetings and is disseminated throughout the organisation to improve policy and practice.

Both making safeguarding personal and Safeguarding Adult Review learning were embedded in new learning resources provided to designated safeguarding officers during 2021.

Safeguarding Priorities in 2022/23

Priorities in 2022/23 will be to:

- develop and introduce a new internal performance monitoring system for safeguarding referrals.
- continue to develop and support designated safeguarding officers.
- continue to provide improved training opportunities to all front line staff.
- support the safeguarding boards throughout Greater Manchester.

Key Challenges

Due to reduced staffing levels with the prevention team, supporting safeguarding professionals will stretch the available resources and attendance at all meetings will not be possible. However, all required actions from the organisation will be carried out to support vulnerable individuals with the community.

Throughout the Covid-19 pandemic, GMFRS was able to continue to provide support throughout communities by adopting a blended service delivery approach. In the event of further outbreaks, the mechanisms are in place to adopt this approach again should the need arise.

Healthwatch Oldham (HWO) is the consumer champion for health and social care in Oldham. Our role is to gather the views of local people to help shape the way services are provided, understand what is important to service users, and hold services to account. HWO plays a key role engaging with hard to reach and vulnerable groups across Oldham.

Safeguarding and Healthwatch Oldham

HWO carries out four key roles that support the safeguarding agenda. These are to ensure the voices and experiences of service users are heard and fed into the planning of services; to help shape the design and delivery of health and social care services; to hold services to account; and to support the resolution of any NHS complaints and ensure lessons are learnt. HWO achieves this by:

- listening to people, especially the most vulnerable, to understand their experiences and what matters most to them, and involving people in the commissioning and scrutiny of health and social care services
- influencing those who have the power to change services so that they better meet people's needs now and into the future
- enabling people to monitor and review the commissioning and provision of care services
- providing information and signposting support
- empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same
- working with a network of health champions to improve services and to empower local people
- providing an independent complaints service.

HWO representation ensures compliance with the statutory Care Act requirement to include Healthwatch organisations as part of the development of strategic plans. Through our NHS Complaints work, HWO is a key independent resource for people to report safeguarding concerns and incidents.

HWO ensures that the person is placed at the heart of any review and has evidence to show that lessons learnt, particularly from safeguarding incidents, are used to reshape services and inform the training of front-line staff.

HWO is also a member of the Oldham Advocacy Steering Group designed to give adults at risk a voice to challenge services and report on safeguarding issues.

HWO has policies to ensure all staff are trained in safeguarding and the

Mental Capacity Act and clear processes are in place to ensure safeguarding cases are subject to wider scrutiny by senior staff who are the named safeguarding leads for Healthwatch. Where appropriate, cases are escalated to statutory partners.

Safeguarding in 2021/22

During the last year, due to the challenges of the Covid-19 pandemic, HWO recognised challenges across the health and social care system. The [HWO Covid-19 report](#), references issues related to people who have a Learning Disability, Domestic Abuse, dental issues and cancer patient experiences.

In 2021/22, HWO built on work with Wheelchair users to understand any gaps in service and continued efforts to engage with people who have a Learning Disability around challenges faced during the Covid-19 pandemic and beyond. HWO also learnt from the patient experience journey of vulnerable adults through partnership work with Northern Care Alliance around remote appointments during the Covid-19 pandemic, through the publication of the patient guide around remote appointments, which is imminent.

Safeguarding priorities in 2022/23

Our priorities for 2022/23 include:

- the publication of the research report for the Domestic Abuse and Older Adults Project, which will identify gaps in provision across services.
- work with Royal Oldham Hospital to identify safeguarding issues that may arise out of hospital discharge experiences as part of a Hospital Discharge Project.
- publication of a Young People Mental Health Survey, to identify safeguarding links to young people's Mental Health.
- building on the Wheelchair Users Survey and report. HWO hope this will become part of a larger piece of work looking at experiences of accessibility and helping raise awareness with all services and in particular health and social care on the challenges faced by those who require the use of a wheelchair.

Key Challenges

A key challenge in the coming year will be the forthcoming Integrated Care System changes and the impact this could have on local NHS and social care services. Healthwatch Oldham will continue to work with key stakeholders within the Oldham locality to ensure patient voice and patient experience around all issues relating to safeguarding remain top priorities.

Probation Service



The Probation Service is a statutory criminal justice agency that supervises adults released from prison on licence and those on community sentences as imposed by criminal courts. The Probation Service additionally delivers accredited programs, unpaid work, structured interventions, and the victim contact service. Our priorities are to protect the public by the effective rehabilitation of people on probation. We work closely with partners in the delivery of our objectives.

Safeguarding and the Probation Service

The Probation Service recognises its duty to protect and safeguard those adults for whom it has responsibility. It is the duty of each member of the Probation Service to comply with Safeguarding Policy and Procedures. We do this by ensuring all staff receive Safeguarding training, that there is a Safeguarding plan in place nationally and at a regional level and that there is the governance in place to ensure that plan is progressed in localities.

Safeguarding in 2021/22

2021/22 saw people on probation and their families impacted by the pandemic. Anecdotally, based on practitioner experience, this has seen a rise in the prevalence of Mental Health difficulties and an increase in domestic violence incidents.

Our top adult safeguarding achievements in 2021/22 included the implementation of a national requirement for Domestic Abuse and safeguarding checks to be made for all Home Detention Curfew (HDC) and Electronic Monitoring (EMS) assessments of address suitability prior to a release address being approved. This has improved our ability to safeguard members of the community who may otherwise have been at risk from individuals being released from custody.

A further achievement was the successful implementation of Domestic Abuse pathfinder project. This project, delivered in collaboration with Greater Manchester Police, means that a specialist Probation administrator can respond promptly to requests for Domestic Abuse checks, accessing police systems to provide probation practitioners with timely and reliable information on police callouts, vital to risk assessment and management.

Safeguarding Adult Review Learning

Safeguarding Adult Reviews provide important learning that is shared with staff to promote general awareness raising as well

as identifying specific areas for improvement. In 2021-22, learning was taken from two reviews involving individuals subject to Probation supervision. The first review identified the need to improve in the practice of DA checks, professional curiosity and partnership working. Significant improvements have since been made in embedding good practice in conducting Domestic Abuse checks whilst improving partnership working and professional curiosity continues to be an ongoing priority. The second review identified the need for professional challenge and resulted in a learning plan for the individual practitioner as well as embedding learning in the wider team about the importance of professional challenge as an aspect of safeguarding adults.

Successful Multi-Agency Adult Safeguarding Work

2021 saw the launch of the Greater Manchester Integrated Rehabilitative Services (GMIRS). GMIRS are aligned to the commonly occurring needs of people on probation with a focus on reducing re-offending and supporting individuals to re-integrate into the community. Specialist service providers have been commissioned to deliver services to meet those needs. This has significantly enhanced the Probation Service's ability to safeguard both the person on probation and those who they might present a risk to. Commissioned services include a Women's Centre, Peer mentoring, Accommodation support and Substance Abuse services. Co-location with Probation services is an important aspect of commissions and overall GMIRS has seen a significant improvement in the quality of rehabilitative services and thus our ability to safeguard.

Safeguarding priorities for 2022/23

The Probation Service in Oldham will continue to prioritise Safeguarding Adults both in our operational service delivery and in the commitment given to partnership working. Key priorities will be to invest in the learning and development of our staff group and to ensure this learning is translated in the delivery of a quality service in line with policy expectations around safeguarding.

Key Challenges

The most significant challenge to the Probation Service is Oldham is demand management in the context of vacancy rates in our practitioner staff group and challenges in recruiting into those vacancies.

Action Together Community Interest Organisation is the infrastructure organisation for the voluntary, community, faith and social enterprise (VCFSE) sector in Oldham, Rochdale, and Tameside. We connect people with what's happening in their community, develop community ideas into action, strengthen local organisations, and provide strategic influence for the charity and voluntary sector.

Safeguarding and Action Together

Safeguarding runs through everything we do within the organisation. Our approach is to ensure that all our staff and volunteers have awareness and training at the right level for their role with us. This means that all our staff and volunteers including our emergency response volunteers undertake a Safeguarding awareness training session that covers both Safeguarding Children and Safeguarding vulnerable adults. Our Social Prescribing teams receive further detailed training as part of their induction and ongoing Continuing Professional Development.

We also deliver Safeguarding Children and Vulnerable Adults awareness training to anyone in Oldham who works or volunteers in the VCFSE as part of our regular training programme. We also support VCFSE organisations to achieve our Quality in Action Award, the locally recognised quality assurance award for VCFSE groups and organisations. One of the Question and Answer modules focusses on Safeguarding and ensures that groups and organisations have appropriate Safeguarding policies, procedures, and training in place for their staff and volunteers, and also focuses on safer recruitment practices for staff and volunteers.

Safeguarding in 2021/22

Within the Social Prescribing service the main reasons for a referral to safeguarding have been risk of suicide and self-neglect linked with poor Mental Health and substance misuse which in most cases has also led to poor housing conditions.

The Multi-Agency Safeguarding Hub (MASH) team have also referred a number of people to us with these ongoing risks due to them not being Care Act eligible.

In terms of working with clients, we have been instrumental in bringing together a number of Multidisciplinary Team meetings to mitigate and manage safeguarding concerns and work in partnership to ensure the client gets the right help. We have been involved in the new front door developments for Adult Social Care

and Social Prescribing have attended and had input into the Board's Hoarding taskforce.

The 'perfect week' work in the North District highlighted some of the difficulties we have with the system where adult and children services need to work together, which has resulted in a more effective Multidisciplinary Team for a individual within the child protection process.

Safeguarding Adult Review Learning and Making Safeguarding Personal

Any learning from safeguarding within the borough is discussed at team meetings, however we do find that a lot of the learning is still not mirrored within the system for example when people have dual diagnoses or when individuals have transferred from children into adult care. Link workers have attended the Board's lunch and learn sessions and Hoarding Awareness training which they have found very useful and informative.

Our strength-based practises are embedded into all the contacts we have with vulnerable individuals, which makes any Safeguarding personal to the individual.

Successful Multi-Agency Safeguarding Work

An elderly gentleman had been known to several services including Adult Social Care, Age UK, and Early Help for a large part of his life. After a stay in a residential home, he returned home along with his two dogs. He had a homecare package in place of three visits a day, but due to his behaviours, home conditions, and the dogs, they were pulling out. No other agency was willing to pick the package up because he had access them all over the years. Adult Social Care believed he had capacity to choose to remain at home without care. From our home visits and prior knowledge from the partnership we knew that this would not be possible as he was unable to transfer, take medication or make a meal. However, even after a senior staff member from Adult Social Care had visited, we were still being told that he had capacity and that he understood the risk of remaining at home without care. We then pulled together a meeting of all involved including Focused Care, Regenda Homes and Adult Social Care to express our concerns, having to professionally challenge the decisions being made. This resulted in a Personal Assistant being sourced for a weekend as the care agency's last call would have been Friday teatime. This worked for the gentlemen and as a Team Around the Adult, we have been

able to meet his wishes to remain at home with his dogs and he is now engaging with services. We still continue to meet as a Multidisciplinary Team and there are still a lot of challenges around bank accounts and ID, debt, animal welfare, vulnerability in the community and ongoing health needs but with better communication between professionals it is now a lot easier to support the gentlemen effectively in a way that he is happy with, preserves his dignity and keeps him engaged.

Safeguarding Priorities in 2022/23

Action Together priorities are to:

- be embedded in the place-based working to make Multidisciplinary Team working easier, reactive, and meaningful.
- ensure the new ways for working with Adult Social Care front door are understood by the team and referral pathways are robust and effective

- develop a close working relationship with the new Changing Futures team.

Key Challenges

Key challenges for Social Prescribing are access to Mental Health services especially for people with dual diagnosis, we will work closely with the new Primary Care Network Mental Health roles to try and bridge gap, and gain support to navigate the services.

The other main challenge is the amount of individuals that are accessing Social Prescribing, who it takes a long time to build a relationship with due to past experience of services or because they have just been surviving for such a long time its hard for them to accept support.

KeyRing



KeyRing provide person centred support for people to live independently in the community. Our support is designed to build more interdependence and offers an alternative to traditional support. By linking in with existing community resources, the vulnerable adults we support will become active citizens who contribute to and are valued by their local community. This asset-based community development approach means that the local community assets (people, resources etc) and individual's strengths unlock sustainable community development and ensure that adults live the life they choose.

Safeguarding and KeyRing

Safeguarding is a priority in our organisation to enable us to meet the needs and manage risks for the vulnerable adults we support. We provide a person centred approach and involve our members in every safeguarding decision by gathering their views on how they want to progress whilst balancing our Duty of Care responsibilities.

We provide ongoing training to our teams and work in partnership with Oldham Safeguarding Adults Board, Adult Social Care and Health teams to ensure a joint working approach.

Safeguarding in 2021/22

Domestic, financial, and emotional abuse are a constant theme, especially for our Members with a Learning Disability. There has also been an increase in Hoarding cases due to the increase in referral for people with complex needs.

Self-neglect seems to have increased and there continues to be barriers in terms of whether a member has capacity, especially if drugs or alcohol are involved and this can cause delays in getting a fast response to safeguarding concerns.

100% of our staff have completed their Safeguarding refresher training and are DBS compliant. Members have been involved in providing interviews for OSAB training sessions and also a Domestic Violence in older people project to influence change for the future. Staff have participated in OSAB training sessions on Trauma Informed Care and Hoarding which has influenced how we respond to our members.

We have also supported the Board as part of the Policy, Procedure and Workforce Development Sub Group with various policy updates including the Tiered Risk Assessment and Management (TRAM) Protocol.

Safeguarding Adult Review Learning and Making Safeguarding Personal

Our Safeguarding logs have been amended to capture Making Safeguarding Personal information from the member and we advocate to involve our members at Multidisciplinary Team meetings to ensure that their voice and wishes are taken into account. Managers read and review all logs to ensure that this

information is central in all Safeguarding cases and discussed on a regular basis at Supervisions and Team Meetings. We share the Board's seven-minute briefings at Group Supervision; these are a useful learning tool and generate a lot of discussion.

We have been involved in Safeguarding Adult Reviews throughout the year and have taken learning from these to adapt support to not only members but to carers that support them. We have also increased the number of Multidisciplinary Team meetings we request and provide a multi-agency response, especially with self-neglect cases.

Successful Multi-Agency Safeguarding Work

We identified a member who was suffering with ill health but did not want to admit this as he was afraid to leave his partner who also had physical health concerns. He was terrified of going into hospital for tests and we worked alongside the GP and Focused Care Practitioner to offer advice and alleviate his concerns. By arranging urgent Multidisciplinary Team meetings and follow up sessions, Adult Social Care agreed to provide care to his partner to enable him to go into hospital for urgent tests. KeyRing supported the member to all of his hospital and GP appointments, offering support and reassurance and increased support visits to his Partner. We made a referral to the Learning Disability Nursing Team who also supported the member with his health concerns and ongoing treatment. He is now recovering well and is less anxious about future medical appointments.

Safeguarding Priorities in 2022/23

Our key adult safeguarding priorities for 2022/23 will be:

- to continue to gather data on what the themes of Safeguarding concerns are for members and raise awareness of these issues throughout our Hubs. We have delivered sessions at the Hubs on Healthy Relationships after an increase in domestic, financial and emotional

abuse for our Members. Physical Health sessions have been delivered in partnership with other agencies to raise awareness of maintaining health, alcohol awareness and regular screening to reduce self-neglect cases. We also ran sessions throughout Oldham on Loan Sharks which were attended by members and the local community. We have also applied for funding to provide health advice following on from our Covid-19 Recovery project which improved the number of members uptake on the Covid-19 vaccinations by providing accessible advice to our Members and Myth busting sessions. If we are successful, we will run health information sessions at our three Hubs which we plan to increase to five by September 2022.

- to continue to offer Safeguarding training to our teams on self-neglect, the TRAM protocol, Hoarding and Drug and Alcohol awareness.
- to improving Mental Health with awareness sessions being delivered at our Hubs throughout the year.

Key Challenges

A key challenge will be providing members and our teams with Mental Health awareness sessions as we have seen a huge rise in people becoming more isolated and anxious about returning to normal life. The Hub sessions are being encouraged to our members to help overcome these fears by providing venues that follow social distancing guidelines.

We are also working on a National level to deliver IT training, mobile phones and tablets and internet access to more members to encourage independence and promote mutual support on a digital level, following on from the success of the KeyRing WhatsApp groups during lockdown where there was a lot of mutual support taking place.

We will deliver budgeting advice and fuel economy sessions to enable members to cope with the rise in fuel and food costs and will continue to access hardship funds and grants to safeguard members during these difficult times.

Positive Steps



Positive Steps is a charitable organisation which works with children, young people, families and adults, supporting them to make positive changes.

We provide a range of services which are designed to meet our vision: people and communities inspired to take control of their lives.

Safeguarding and Positive Steps

Safeguarding is a key function for our services, be that in prevention, identification or response to safeguarding concerns.

Safeguarding in 2021/22

During 2021/22, Positive Steps recognised an increase in Mental Health concerns as a result of the Covid-19 pandemic and an increase in suicidal thoughts and self harm.

We have also recognised an increase in self-neglect and complex safeguarding, for example, engagement of adults with multiple issues such as substance misuse, homelessness and Mental Health issues.

During 2021/22, Positive Steps have undertaken staff training to support the Crisis Safe Haven in Royal Oldham Hospital, supporting adults at risk of self harm or suicide.

We have also had involvement in the Delayed Transfer of Care (DTC) Steps to Home programme supporting adults to return home safely from hospital. We have worked with the Adult MASH to establish pathways and effective support for adults in Oldham needing support to prevent escalation to more intensive services such as safeguarding.

Positive Steps have also ensured that learning from Oldham Safeguarding Adult Board reviews was shared with all staff across the organisation.

Successful Multi-Agency Safeguarding Work

Positive Steps have been involved in the Safe Haven, a multi-agency partnership with Pennine Care NHS Foundation Trust and Tameside Oldham and Glossop (TOG) Mind. This has continued to support adults in Mental Health crisis.

The Safe Haven team are available to provide a therapeutic, multi-disciplinary approach to crisis intervention with the aim of ensuring people can quickly and easily receive the right support, in the right setting, from Mental Health professionals.

Safeguarding Priorities in 2022/23

Positive Steps safeguarding priorities for 2022/23 will be related to:

- Mental Health – ensuring staff and clients have access to information, resources and services to support good Mental Health.
- Promoting adult safeguarding across the organisation – ensuring training and learning is integrated in a Think Family approach.
- Embedding the Tiered Risk Assessment and Management (TRAM) protocol in our work and ensuring pathways are understood for escalation of adult safeguarding concerns and more intensive support with effective pathways in place with the Changing Futures programme.

Key Challenges

Given the increased turnover of staff following the Covid-19 pandemic, Positive Steps are prioritising training to ensure safeguarding training for adults is embedded within induction and development programmes for our staff.

Thank you from us

