

# Safeguarding Adults

## News

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## Spotlight on... *Mental Health Transitions Framework*

Evidence suggests that young people struggle with the transition from Children to Adult services and often the gap in provision is too wide for the young person to navigate.

[The Mental Health Transitions Framework](#) was developed in partnership with members of the Richmond and Wandsworth Safeguarding Adult Board in response to recommendations from a Safeguarding Adults Review.

Transition is not simply transition planning for people moving from Children to Adult Social Care services. It is about activity that often falls outside of traditional notions of both 'transitions' and 'safeguarding'. Children and Adults safeguarding systems are governed by distinct practice, policy and statutory frameworks. In particular, a focus on eligibility criteria at the expense of preventative work and wider wellbeing can result in some young people not receiving support when they need it. Some young adults might require help to be safe and healthy, even if they don't have formally defined care and support needs, emphasising a needs-led, personalised approach.

There is clear evidence of multi-agency involvement during transition, but lack of coordination and clarity of the service taking the responsibility to coordinate the young person's care in a cohesive manner. The framework calls for collaborative working between agencies and coordination between professionals to support young people through the transition process.



### Issy SAR

Issy was 26-years-old at the time of her death from a heart attack following sepsis as a result of infected pressure ulcers. She had an extremely rare, inherited disease that affects the muscles. Issy lived with her parents and her mother was her carer. In her case the condition was progressive, severely disabling, and life-threatening and as it progressed, Issy became increasingly bedbound, socially isolated and in pain.

You can find the full SAR report [on our website](#). Summary of the findings include:

1. "Tunnel Vision" is working to maintain a task focus in pressured work environments which increases the risk of staff inadvertently becoming desensitised to and dehumanising people drawing on health and care services.
2. Mental Capacity Act training has not achieved a base line understanding of the application of the Mental Capacity Act across agencies and professions.
3. Family carers needs and abilities are not fully and holistically explored with the consequence that carers are left feeling unsupported.

## Safeguarding Practice Awards

The first Safeguarding Practice Awards have been granted! We present below our first nominations, both of which deserved recognition for their good work.

In this issue, awards go out to colleagues around two cases. Some details can be found below, and the people awarded for their good practice are:

<p><b>Jorge Moreno</b> Assistant Locality Manager <i>Department of Adult Social Care and Public Health Richmond and Wandsworth Councils</i></p>	<p><b>Kristie Parker</b> Police Constable, Partnership Team Officer SW BCU, Met Police</p>
<p><b>Kate Buck</b> Specialist Safeguarding Professional Advisor <i>Department of Adult Social Care and Public Health Richmond and Wandsworth Councils</i></p>	<p><b>Lee Spear</b> Community Safety Officer Chief Executive Department <i>Richmond and Wandsworth Councils</i></p>
<p><b>Gifty Gyang</b> Social Worker <i>Department of Adult Social Care and Public Health Richmond and Wandsworth Councils</i></p>	<p><b>Nicole Dick</b> L &amp; Q Housing</p>
<p><b>Miriam Brady</b> Social Worker <i>Department of Adult Social Care and Public Health Richmond and Wandsworth Councils</i></p>	<p><b>Claire McMahon</b> Assistant Service Manager <i>Department of Adult Social Care and Public Health Richmond and Wandsworth Councils</i></p>

### The case of Mr Abramovich

Mr Abramovich (not his real name) is 43 years of age and is of Eastern European origin. He lives alone in a rented flat owned by a Housing Association. He has epilepsy and is paralysed on one side of his body, but he is fully mobile, using a walking stick. He is unemployed.

Mr Abramovich was first known to Social Services in late October 2020 following a Police report reporting unidentified men bullying Mr Abramovich into letting them inside his property. A safeguarding enquiry under Section 42 of the Care Act was opened for Mr Abramovich as Social Services felt he wasn't fully able to protect himself in this case. Mr Abramovich was later assaulted in his own home by one of the men.

A Social Worker and a Safeguarding Manager (SAM) were allocated to make enquiries regarding the concern raised by the police, and it soon became evident they didn't have enough information. They had to liaise with other agencies not only to safeguard him but also to get information about his past and present. Contacts was made with Housing department who had provided his current flat and had information that Mr Abramovich had had a job and a property in the past but had a recent history of homelessness and anti-social behaviour.



Jorge said: *“This helped us understand better Mr Abramovich’s current circumstances and engage with him. He did not seem to provide the same information to the agencies involved in the case so the perception of Mr Abramovich’s situation by each agency was slightly different. It was evident that all agencies needed to meet so that we could work together to support him. The initial planning safeguarding meeting involved the police, Mr Abramovich’s landlord (Housing association) and the Council’s Community Safety Team. This meeting revealed “the bigger picture” – Police advised that this case seemed to be a case of cuckooing and that Mr Abramovich’s flat was being used by drug dealers; Mr Abramovich’s living conditions were discussed and his health difficulties. This prompted us to get*

more information from Mr Abramovich’s GP about his health and its impact on his ability to manage the activities of daily living. The social worker and the carer were able to engage with Mr Abramovich and they were able to provide information to the police so that the latter could successfully stop these people from using Mr Abramovich and other neighbours’ properties for their illegal activities. This collaboration allowed Social Services to monitor Mr Abramovich’s safety and the Police and the Council Community Safety Team to get a Closure Order from the Court which banned all people (except from Police and social services) to enter Mr Abramovich’s property. Thanks to this collaboration with have managed to engage Mr Abramovich with care services, to get a Closure Order and we have managed to make other agencies such as the Police and Mr Abramovich’s landlord to understand a little better about his vulnerabilities and how these vulnerabilities play a role in the way he sees the world and interact with others without denying his right to make choices as a capacitated individual.”

**Kristie said:** “Following the initial information gathering and assessment the actual decision of action needed to be agreed by all parties as the correct route. The lead MUST be identified. This serves as a good professional bedrock if “Plan A” doesn’t work! Whoever leads the Actions needs to ensure the decided option is started/resolved as soon as it can be. Once any actions have begun, there needs to be regular review, periodically to ensure every party is current on developments. If information changes the situation the process of quick Info/Assess/Power/Policy/Options should be made to see if the plan needs to be changed, or indeed can be changed. With this case there were two properties very close by, both being cuckooed by drug users. It was imperative the issue was dealt with as a whole and not individually, as a Closure on one property only would mean the other gets targeted more. Officers gathered as many statements from concerned/affected parties as possible. This included evidence from the Housing officers and ANY hearsay evidence which is admissible in Closure proceedings. Whilst many did not want to speak to Police, they would happily tell housing of the issues. This evidence was key and without it actions would have been limited. The Police still have to make large efforts to enforce the Closure whilst the Social service and RSL deal with the care of the homeowners.”



**Kate said:** “It was great to learn that all colleagues involved in this piece of work were recognised for their efforts, professional curiosity and demonstration of good joined up working. This has been an opportunity for learning and reflection on cuckooing situations. This case prompted me to reflect on how I could further support good practice within the operational teams when coming across situations like this, and to share any knowledge I have gained through this particular case.

I am happy to report that myself and co- facilitators for our monthly Safeguarding Adults Managers (SAM) and Practitioner forums have now completed sessions on the topic of cuckooing in May and June, and that we used the [Michael SAR 7-minute learning](#) as a tool to initiate some discussion, reflection and learning around this. I am aware of the complexities around cuckooing particularly in relation to mental capacity which can often curtail the ability of professionals to intervene. Legal literacy is key in this respect and the SAM and Practitioner forums have been used as a way of identifying and unpicking the practicalities of different legal pathways, for example Inherent Jurisdiction and closure orders (powers under the Anti-Social Behaviour; Crime and Policing Act 2014).”

Unfortunately, it became increasingly clear that Mr Abramovich, who is fully mentally capacitated in regard to his needs and to the safeguarding enquiry, was somehow willingly allowing these people to enter his property. The Local Authority is currently working together with the Police and the care provider to persuade Mr Abramovich to make a new homeless housing application so that he can be moved to another property, ideally away from the Borough.



In a recent case involving an older person who had difficulty of establishing the appropriate level of contact and engagement with her son while maintaining the relationship, Claire McMahon and Miriam Brady demonstrated excellent partnership working in order to achieve the best possible outcome to keep the person safe while ensuring her wishes to continue to see her son were respected.



**Miriam said:** *“This was not an easy outcome to achieve but the end result was so worth it! It required months of hard work not only from me but from my SAM, Service Manager, health and third sector colleagues! I am so grateful for all the support and advice I received throughout my work on this case and definitely would not have achieved such a great outcome otherwise. I worked very hard on building rapport with my service user and her immediate family/ carers which was integral. Ultimately, in my view, what is needed to achieve outcomes such as this is patience, tenacity, rapport building, good record keeping and, at the forefront, keeping the service user at the centre of all decisions! Thank you all for the recognition of my work, it was such a wonderful thing to receive!”*



## Update from Department for Work and Pensions



### Department for Work & Pensions

In 2020 DWP introduced teams to lead work on its approach to supporting vulnerable customers. As part of this, a network of over 30 Advanced Customer Support Senior Leaders (ACSSLs)

were appointed, providing an escalation route for all DWP colleagues to refer to when a customer requires some form of advanced support, ensuring that these customers are signposted or referred to the support that they need.

ACSSLs work with a range of external partners within their own geographical area, aligning support for vulnerable customers wherever possible. They have formed a network of robust links within local communities across England,

Scotland and Wales that form an integral element of DWP's wider partnership agenda.

Whilst DWP does not have a legal duty to 'safeguard', we absolutely recognise the positive impact that a collaborative approach can have when supporting vulnerable customers. We continue to work across all internal teams and with our external partners to help to provide the support that customers require.

If you have any questions regarding the DWP or would like any further information, please contact:

Rose Moore – Advanced Customer Support Senior Leader

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Mobile: 07779357204

### Participation and Feedback

Please submit short articles highlighting your or colleague's achievements or publicising planned events. We would also like feedback and suggestions on how we can make sure the newsletter is relevant and helpful. Please participate by emailing us at [sab@richmondandwandsworth.gov.uk](mailto:sab@richmondandwandsworth.gov.uk) with the **subject line 'SAB Newsletter'**.

## Update from Age UK Wandsworth

*supporting our older residents throughout the pandemic*

The Coronavirus pandemic required us to fundamentally change the services we offer in addition to running our existing services in a new way. We delivered over 3500 emergency food parcels, 1800 Christmas Cheer parcels, had over 350 people receiving telephone befriending and started a new service to promote mobility at home.

Since the onset of the Covid-19 pandemic, we received an influx of calls from older residents worried about how they would get their shopping and basic household essentials. We had an existing shopping service (where people telephone their orders and we do the online shop) but it was impossible to get delivery slots and we were overwhelmed with people wanting to use this service. In response we set up an emergency food delivery service and started a food bank at our offices. We recruited existing volunteers to become delivery drivers for this service.



As the numbers grew we moved our operation to the town hall and started working in partnership with the Council to support the older residents in our borough. We relied on donated items but also did daily shopping trips to cash & carry to top up the food supplies. We had teams of volunteers sorting and packing the bags and then minibuses from Wandsworth community transport made daily deliveries across the borough. In 13 weeks we delivered over 3500 food parcels.

In parallel to responding to the food crisis, we repurposed our befriending service to become telephone befriending and had over 350 people receiving regular telephone calls from our army of volunteers.

As the pandemic progressed it became clear that another issue for those isolating was inactivity,

due to staying at home. There is a wealth of fitness content online, but many older people don't have devices or, if they do, may not be comfortable using them in this way.

In May we developed and established a new service to address this issue – Active Chats. This service matches isolated older people with trained telephone befrienders who will call up for a chat and to work through some gentle seated exercises. All exercises are designed by a professional personal trainer and physiotherapist. The movements are from a seated position to avoid falls risk and focus on moving all the major joint and muscle groups to promote mobility and reduce muscle wastage. Now that restrictions are lifting, our trained volunteers are able to visit to do these sessions in-person and perhaps accompany their older friend on a short walk.

Digital isolation has also become more pronounced during the pandemic and we have adapted our Digipals service to meet this need. We have a library of 4G-enabled tablets that we can loan to older residents and we have been providing support remotely (via remote support software) and in-person following our COVID safety precautions. Our in-person sessions are recommencing in sheltered accommodation and we very much hope to be back in the libraries, for our drop-in sessions, as soon as we are able.

Emma Chisholm, Age UK Wandsworth Community and Wellbeing Lead says: “The Coronavirus pandemic has been difficult for everyone but especially so for our older residents who are most at risk. At Age UK Wandsworth we needed to rapidly change our services to meet the needs of the community we serve and we will continue to support our older residents for the duration of the pandemic and beyond”.

“We have been amazed by the outpouring of support from the public, local businesses, organisations and community groups. In the most terrible of circumstances, the most amazing things have happened. We would like to thank everyone who has helped us by donating food, money or time to help us sustain our services. We would also like to pay tribute to our army of volunteers who have allowed us respond so effectively to this crisis”

For more information on the services and support that Age UK Wandsworth can offer please visit [www.ageukwandsworth.org.uk](http://www.ageukwandsworth.org.uk)

## Update from SAB Executive

The SAB Executive met on 26 May 2021 and discussed recruitment of new Independent Chair for the RWSAB. It was decided to try and engage an interim Chair to allow for cover of the duties while a more permanent solution is sought. The Executive heard updates from the sub-groups and approved the plan for the Annual Report. The Patient-to-patient incidents protocol was signed off.

The Safeguarding Adults Practice Awards had a new nomination, which is presented in this issue.

### Performance and Workforce Sub-group



The Performance and Workforce Sub-group met on 14 June 2021. It discussed updates on the actions from SARs

attributed to the sub-group. The sub-group is in progress of arranging masterclasses and events for 2021, which will also address various actions from SAR action plans, as well as developing fact sheets on eczema, Making Safeguarding Personal and working with hard-to-reach people.

The Sub-group is exploring options for creating topic-related podcasts to supplement learning and awareness raising on relevant topics across the partnership and is considering expanding some data in the Dashboard around recent issues identified (i.e. DVA and Transitions)

### Safeguarding Adult Review (SAR) Sub-group



The Sub-group met on 06 May 2021. There were no new referrals.

One SAR, Issy, was completed and the 7-minute learning can be found on the RWSAB website. Action plans from previously completed SARs have generated a large number of actions, which are now in progress and monitored by the Sub-group. Agencies leading on actions are encouraged to ensure that activity commences as soon as possible on the them.

### Communication and Engagement Sub-group



The Sub-group met virtually on 12 May 2021 and members provided verbal updates on their work. Both Richmond and Wandsworth Comms teams are busy with

comms around the Covid-19 vaccinations, surge-testing, Domestic Violence and violence against women in public spaces. The RWSAB's Safeguarding Awareness Raising presentation is being updated using less technical language in order to make it more accessible for the general public, so members could deliver it as a virtual presentation at various groups they can attend. The sub-group also discussed raising the profile of Domestic Violence with GPs.

The Richmond Community Forum met virtually on 31 March 2021. The Forum discussed various topics – Carers and Covid, Domestic Abuse, scams and rough sleeping. Hard copies of scam information are now added to food parcel deliveries for vulnerable residents and local police are doing scam presentations on Microsoft Teams. Housing colleagues gave an update on rough sleepers. Vaccinations are difficult as none of the Covid hotel accommodation is in Richmond, but the CCG has been assisting with liaison with other Boroughs.

Wandsworth Community Forum met virtually on 21 April 2021 and attendance was good. There were valuable updates from agencies on their work. Housing has published cuckooing procedures for officers which advocates a victim centered Multi-agency approach. CLCH have just concluded a campaign on unacceptable behavior towards staff and safeguarding, as there was an increase of such behavior during Covid lockdown. LFB service is now back to normal i.e. home fire safety visits have resumed for all.

Both Forums had a presentation from the regional DBS Outreach worker to highlight this new contact for any issues with DBS, safer recruitment and other issues.