

Safeguarding and Mental Capacity Annual Report 2014/15



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Safeguarding and Mental Capacity**

Foreword

As the Executive Lead for Safeguarding and Mental Capacity, I am pleased to introduce you to Lincolnshire Partnership NHS Foundation Trust's Annual Safeguarding and Mental Capacity Report for 2014/15.

Over the past year the Trust has worked across Lincolnshire, North East Lincolnshire and Derbyshire to ensure that the people we deliver services to know that they have the right to be safe and free from abuse. It has been a challenging year, ensuring that everyone who is in need of high quality care and safeguarding is effectively supported, whilst the Trust faces challenging financial times and ongoing change across clinical services. However, the Trust has good evidence to support that staff continue to be committed to ensure the safety of patients and their families in all that they do.



There is a Trust wide Safeguarding and Mental Capacity Team and Champions in every service who are dedicated to supporting frontline staff to work alongside and provide protection, guidance and support to people whose circumstances make them vulnerable to abuse, neglect or radicalisation.

I am therefore pleased to be able to demonstrate the work that the Trust has carried out over the past year to protect and safeguard people in our communities and to highlight our 2015-16 work programme to ensure that this positive work continues to be effective, responsive to people's needs and well led.

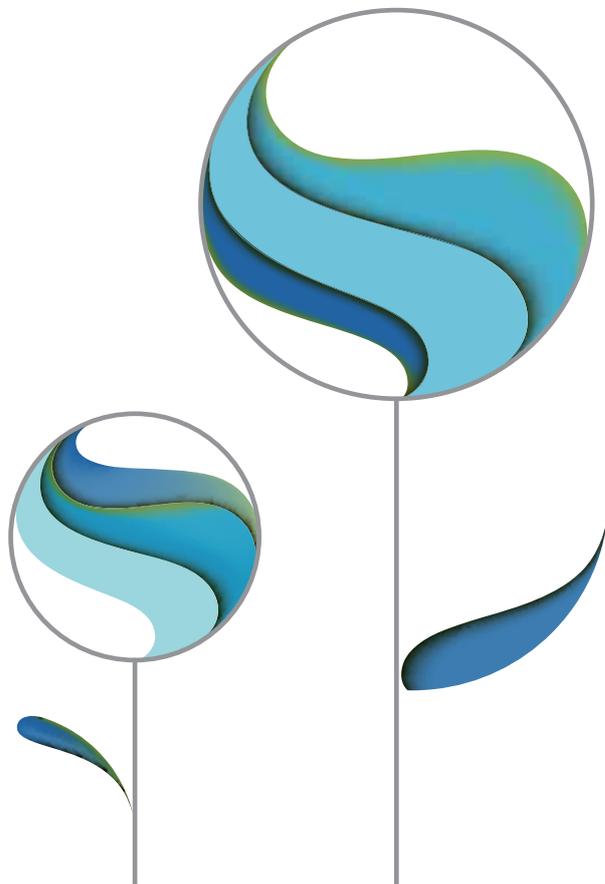
I would like take this opportunity to thank our Safeguarding and Mental Capacity Team, the Champions and the frontline staff who continue to demonstrate safeguarding and promotion of people's rights to be free from abuse.

I would also ask that any patient who is interested in becoming involved in the work that the Trust does in safeguarding and mental capacity to contact the Trust's Consultant Nurse for Safeguarding and Mental Capacity via the contact details on the back of this report. This will ensure that our exciting three year plan for service users to meaningfully inform and influence the development of peer mentors and / or service user champions for Safeguarding can become a reality.

Michelle Persaud
Executive Lead for Safeguarding
Director of Nursing and Quality

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Safeguarding into the mainstream

Over the last three years the media has been inundated with stories and revelations of abuse and the radicalisation of vulnerable people in our society. No community remains untouched from cases of child sexual exploitation, sexual abuse by public figures, murder related to domestic abuse, children seeking acceptance in an extremist culture, modern slavery and the abuse of women and girls by a practice female genital mutilation (FGM).

As a mental health and drug and alcohol service provider our staff work alongside people who have experienced wide ranging and life changing events in child and adulthood. It is increasingly important that NHS staff recognise and demonstrate their roles in being open and asking about people's lives, past and current in a way which enables patients to talk about their experiences and does not cause more harm. The evidence is that hiding abuse, being ignored when you take the brave step to tell and having your experience dismissed or diminished is traumatic and prevents people from seeking support and working towards recovery and justice. Justice does not have to be a high profile court case, sometimes recovery from the trauma of abuse or the prevention of others being abused is enough for a person to seek their own style of justice.

By asking direct questions about abuse at an early stage the Trust's clinicians assist patients to identify the impact of different types of abuse and work therapeutically to regain their self-esteem which can be lost. Trust staff also recognise the courage that it takes to survive and recover from the physical and psychological impact of abuse.

The Trust's clinicians are trained to recognise signs and symptoms of abuse in children and adults, including wide ranging types of abuse, from slavery to trafficking and female genital mutilation to child sexual exploitation. Staff are also trained to prevent and report abuse, to work alongside colleagues from other agencies to develop safety plans and listen to the voice of the child and to ensure safeguarding is personal. The Care Act (2014) ensures that the safeguarding of adults "should be person-led and outcome-focused". It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. Working Together (2015) ensures that professionals hear the child's view and take it seriously in all that they do to safeguard or provide early help to families.

Whilst the personal stories and experiences of individuals are at times hard to hear and unthinkable, the personal triumphs are remarkable. Resulting from these years of tragedy and trauma is a positive, and that is reflected in the recent legislative changes, the media stories of convictions, the investigations into high profile figures and groups; society is recognising abuse and believing victims, the NHS is acting to eradicate abuse and is inspected against its systems and processes to recognise and respond to it. Safeguarding is a well understood concept and is here to stay.

“ There are far too many silent sufferers. Not because they don't yearn to reach out, but because they've tried and found no one cares. ”

Richelle Goodrich

Trust Safeguarding and Mental Capacity

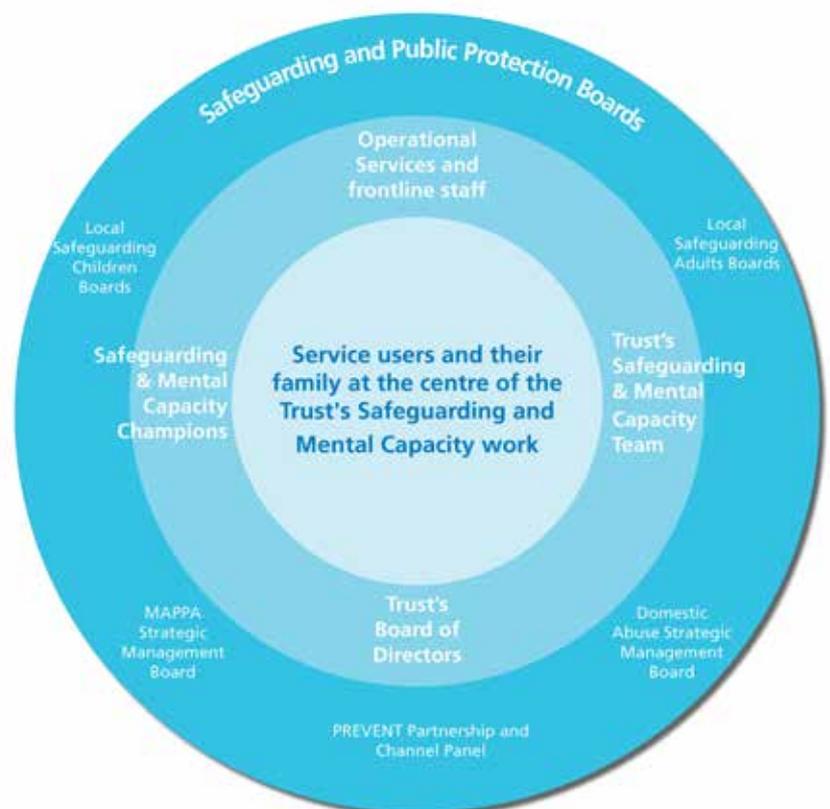
The Trust has a Safeguarding and Mental Capacity Team that provides the organisation's linkage to the Local Safeguarding Boards: Local Safeguarding Children Boards, Safeguarding Adult Boards, Domestic Abuse Boards and the Prevent Partnership Boards. The Team is proactively engaged in multi-agency working to enhance relationships, develop strategies and strengthen processes to ensure that the people to whom the Trust provides services and the communities in which it works are safeguarded from abuse and that early help and intervention is available to assist both vulnerable children and adults.

The Trust's Safeguarding and Mental Capacity Team oversees the development, additional training and specialist supervision of the Safeguarding and Mental Capacity Champions Network. These are highly motivated staff who have additional knowledge and skills to provide local Trust services with specialist guidance and support, thus ensuring that safeguarding and mental capacity are embedded across the entire organisation.

The Safeguarding and Mental Capacity Team's annual work programme is overseen by the Trust's Safeguarding Committee, which has the Trust's Executive Lead for Safeguarding (Director of Nursing and Quality) and a Non-Executive Safeguarding Lead Director on its membership. The Committee provides quarterly and annual reports to the Board of Directors for assurance. The Board of Directors publishes an [annual safeguarding declaration](#) on its website.

The Trust's Safeguarding and Mental Capacity Team and Committee ensures that all Trust policies, procedures and services have safeguarding embedded in them, and that all Trust staff have the required training and knowledge. The Safeguarding and Mental Capacity Team provide frontline staff with additional advice and support in complex and high risk situations, as well as being an escalation point for situations that require resolution and intervention to improve outcomes for patients and their families.

From 2015 to 2017 the Trust is developing an exciting and ambitious patient led safeguarding project to ensure that safeguarding is made personal and that patients are at the centre of all safeguarding systems and processes to ensure that they are safe, effective, caring, responsive to people's needs and well led.



Safeguarding and Mental Capacity Champions

At the Safeguarding and Mental Capacity Champion's day in March 2015 the Champions reflected on what they have achieved during their 18 months as Champions.

Mental Capacity and Deprivation of Liberty Safeguards (DoLS)

- Improved understanding of DoLS in local services.
- Discuss capacity at every ward round - better embedded in practice.
- Identifying lack of capacity and initiating more best interest meetings.
- Improved quality of DoLS applications (this is the area that everyone has commented on understanding more and supporting their team to recognise need to do capacity assessments and is reflected by the safeguarding and mental capacity audit).

Domestic Abuse

- Better able to support colleagues with the domestic abuse risk assessment and referral forms.
- Recognise the need to complete domestic abuse risk assessments and are doing so.
- Feel able to support staff who are working with high risk domestic abuse cases.

Adult Safeguarding

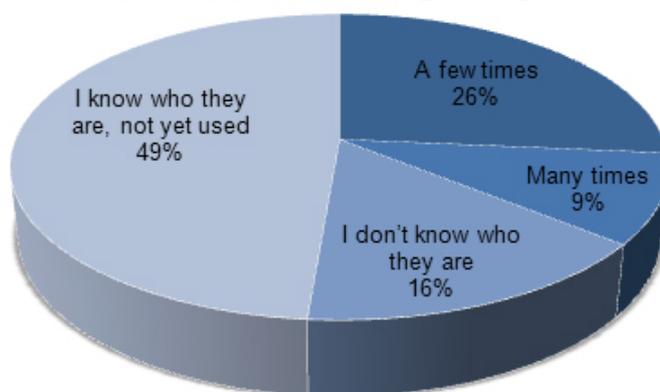
- Safeguarding screening tools more embedded.
- Advocating for colleagues.
- Supporting colleagues in utilising escalation procedure.

Child Safeguarding

- Staff have been attending Child Sexual Exploitation training
- Staff engaging in early help consultations
- Paying greater attention to the bigger picture
- Paying greater attention to recognising the need for early help
- Better at not taking information on face value and being professionally curious

How many times have you asked for support from your Champion?

Source: Trust 2014/15 Safeguarding Audit



Prevent (radicalisation)

- More awareness.
- Have identified some people that are at risk and referred for prevent management.

General Areas

- steps2change staff identified that the Champions have continued to maintain high standards.
- Embedded safeguarding into all team meetings and supervisions.
- In some areas Champions are auditing the effective use safeguarding screening tools on a monthly basis.
- Single Point of Access have positively impacted upon GP involvement in taking appropriate safeguarding action.

Inspections, reviews and lessons learned

Ofsted Inspection

In October 2014 Lincolnshire County Council were inspected and evidenced as providing good services for children in need of help and protection, children looked after and care leavers. The Local Safeguarding Children Board's effectiveness was also reviewed and found to be good. The Trust are proud to be members of an LSCB which is effective and continue to commit to the multi-agency working of the board.

Safeguarding Children Boards

Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions – and any services that they contract out to others – are discharged having regard to the need to safeguard and promote the welfare of children. This includes NHS Foundation Trusts. S11 seeks to ensure that, when organisations go about their day to day business, they do so in a way that takes into account the need to safeguard and promote the welfare of children. In practice this means organisations need to have in place safe systems and safe processes; for example by ensuring safe recruitment of staff, by providing appropriate training and by having up to date policies which all staff know how to access.

The Trust demonstrated full compliance with both the North East Lincolnshire and Lincolnshire Safeguarding Children Boards Section 11 audits in 2014/15.

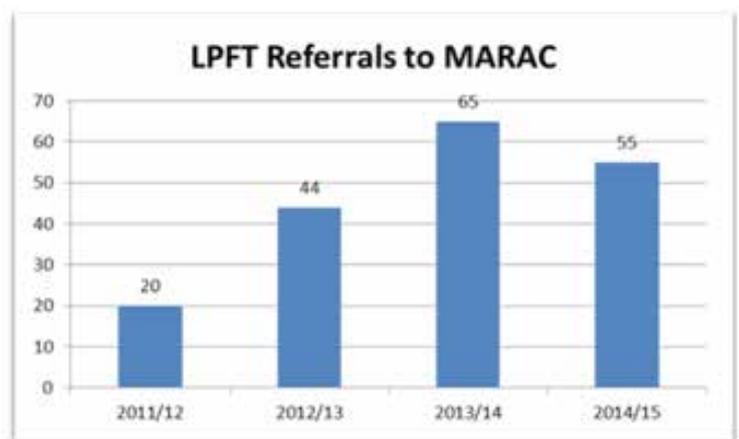
Safeguarding Adult Board

Out of 28 national and local safeguarding and mental capacity standards the Trust was able to evidence 17 areas of effective practice and 11 areas where it excelled. This will be reviewed in 2015/16 due to the implementation of the Care Act 2014 and the significant changes brought about by this protective legislation.

Domestic Abuse Strategic Management Board

The Trust continues to demonstrate higher levels than national average for referrals of high risk domestic abuse cases to Multi-Agency Risk Assessment Conferences.

“Mental Health (LPFT) is listed as being well above national average 7% compared to a national figures of 1%. You will also see a rise from MARAC referrals for LPFT from 2012 5% to 7% in 2013 which was maintained in 2014” Safelives 2015.



The Trust has fully completed the Lincolnshire domestic abuse charter and is working well towards full compliance with stalking and harassment standards.

Inspections, reviews and lessons learned

Lesson Learned Bulletin

The Trust's Quality and Safety Team publish a monthly bulletin. In 2014/15 the Safeguarding Team wrote lessons from internal reviews relating to recording details of perpetrators of abuse in clinical records, as evidence if in the future victims want to pursue cases against them. The negative impact of describing children as "protective factors" in their parents lives and risk assessments and the requirement for wire cutters on all wards following a national case of suicide by wire object.



Serious Case Reviews

Over the reported 12 months the Trust have been involved in one domestic homicide review (reported against in 2013/14 report), three child serious case reviews and no safeguarding adult reviews. The Trust's actions from concluded reviews include:

Lincolnshire Baby W

- Includes standard question about pregnancy on all referral forms.
- Develop Safeguarding Screening Tool (16 and 17 year olds) specifically for working with young people who access services commissioned for adults. This includes risks and recommended actions associated with drug and alcohol use by children and a prompt regarding effective liaison with GP in all cases relating to 16 and 17 year olds accessing adult services.
- All referrals for 16 and 17 year olds accessing adult services are identified via alerts on clinical systems and paperwork at point of referral.

North Lincolnshire SI14

Both Community CAMHS North East Lincolnshire (NEL) and Inpatient CAMHS Lincolnshire had significant contact with SI14. The Trust evidenced that there had been major changes in service provision for both areas since contact.

- Safeguarding refresher training sessions to place greater emphasis on Safeguarding Policy and importance of comprehensive clinical record keeping.
- New CAMHS staff will complete next available refresher training (in addition to full LSCB course) to equip them with knowledge about Trust processes including the correct response to domestic abuse.
- Clinical staff in inpatient unit will be provided with domestic abuse training.
- Trust will train our staff on the use of NEL domestic abuse process.
- Named professionals write a piece for Lessons Learned Bulletin about importance of excellence in clinical record keeping as a means of safeguarding children.
- During in-patient admission, the patient's community care coordinator will work jointly with the patient's named nurse to assist parents or carers develop the "expert parent" role and prepare parents or carers for challenges beyond discharge.
- A template for a "Risk" section in community and in-patient CAMHS discharge summaries will be derived from the new Trust risk assessment tool.
- Formulation in inpatient area will be piloted, and their impact for patients, family, staff and community care coordinators will be evaluated.

Achievements

(April 2014 - March 2015)

The Trust Board of Directors, Safeguarding and Mental Capacity Act Team, Champions and Staff have worked to deliver the Trust's 2014/15 objectives. These have been monitored by the Safeguarding and Mental Capacity Committee and Trust Board. The highlights of this work programme were:

1. To ensure that people who use services and their carers understand what capacity is, and what they can expect from Trust services (further work required in 2015/16 work plan).
2. To ensure that the Trust's safeguarding information leaflets are embedded and distributed across the organisation for service users.
3. To develop and adapt the Safeguarding Team in line with national and local requirements to enhance and streamline joint working with other statutory agencies.
4. Develop a strategy to ensure that clinical staff are highly skilled in applying the Mental Capacity Act (MCA) in all clinical situations. The 2014/15 audit demonstrated a slightly higher level of confidence in staff using and applying the MCA.
5. Develop, monitor and review the effective recognition, authorisation and application of Deprivations of Liberty (DoL) including relevant case law. The Trust made 113 DoL applications over the last year, which is a significant increase on previous years.
6. Review process for supporting employees who experience domestic abuse.
7. Lead on year 2 of the countywide 3 year project to improve engagement of people experiencing domestic abuse who have drug and alcohol or mental health issues with domestic abuse agencies and therefore reduce repeat MARACs.
8. Raise knowledge and awareness of new countywide safeguarding adults at risk policy and procedure and embed new process across the Trust, with an ability to monitor effectiveness and utilisation of thresholds and process.
9. Improve the process for allegations and investigations via the Trust against employees, students, volunteers and contractors.
10. Review safeguarding tools alongside Trust's risk assessment and management process.
11. Develop Single Point of access for external agencies to escalate concern and collate invitations to safeguarding meetings.
12. Develop internal process relating to the recognition and reporting of Child Sexual Exploitation.
13. To ensure that services commissioned and supported via the Managed Care Network are compliant with safeguarding legal requirements, standards and expectations in line with good commissioning practice.

The year ahead

(April 2015 - March 2016)

The Trust's Safeguarding and Mental Capacity Team, Champions and Committee have developed a work programme with the following objectives for 2015-16. These objectives will be monitored by the Safeguarding Committee and reported against to the Trust's Board level Quality Committee:

1. **Safeguarding and Mental Capacity Committee**

Deliver the objectives of the Committee and monitor safeguarding and mental capacity performance and quality against the work programme across Prevent, MAPPa and all 3 safeguarding domains of Children, Domestic Abuse and Vulnerable Adults.

2. **Assurance and Audit Framework**

To develop a process for the Trust to audit safeguarding and mental capacity practice thus providing robust assurance from operational services to Trust Board.

3. **Service User and Carer Strategy**

To ensure that people who use services and their carers understand what safeguarding and capacity mean for them, and what they can expect from Trust services.

To ensure that the Trust's safeguarding information leaflets are accessible to all, embedded and distributed across the organisation for service users and staff.

4. **Safeguarding and Mental Capacity Team**

To monitor and manage the capacity and workload of the Safeguarding and Mental Capacity Team and ensure effective support and advice to Trust frontline services.

To continue to develop and adapt the Team in line with national and local requirements to enhance and streamline joint working with other statutory agencies.

5. **Implementation of Care Act (2014) Safeguarding Section 42**

Develop internal safeguarding adult processes, policy, knowledge and practice in line with the Care Act (2014).

To develop a process for accurately recording outcomes from a service user perspective – making safeguarding personal.

6. **Mental Capacity and Deprivation of Liberty**

Continue to embed Mental Capacity Act (2005) across all Trust services.

Improve the experience of service users where Mental Capacity is in dispute or where the Court of Protection is required.

7. **Domestic Abuse**

Lead on year 3 of the countywide 3 year project to improve engagement of people experiencing domestic abuse who have drug and alcohol or mental health issues with domestic abuse agencies and therefore reduce repeat MARACs.)

Improve access and support to LGBT staff and service users experiencing domestic abuse.

8. **Prevent**

Ensure that the Trust is proactively acting on its Prevent Duty.

The year ahead (April 2014 - March 2015)

9. **Training**

To review all safeguarding training annually in line with national guidance and Local Safeguarding Board requirements.

To achieve 95% compliance across all mandatory safeguarding and MCA / DoLS training and identify specialist training needs both internally and externally.

10. **Safeguarding Children**

Improve the quality of child protection processes and compliance across the Trust.

Review LSCB Pre-birth protocol and health maternal mental health pathways to include Trust peri-natal service.

Develop CAMHS Safeguarding Tool.

11. **Modern Day Slavery**

Develop skill and knowledge in recognising and responding to modern day slavery (including human trafficking, debt bondage, forced labour, sexual exploitation, criminal exploitation and domestic servitude).

12. **Female Genital Mutilation**

Focus on educating and training staff on identification and safeguarding adults and their families where Female Genital Mutilation is an issue.

13. **Multi-Agency Public Protection**

Refocus and training on MAPP and Potentially Dangerous Person (PDP) processes.

14. **Community Support Networks**

To ensure that services commissioned and supported via the Managed Care Network are compliant with safeguarding legal requirements, standards and expectations in line with good commissioning practice.

15. **Savile Assurance**

Review effectiveness of Trust's policy and procedures against the NHS Saville Assurance Report (2014) and National Abuse Enquiry.



Safeguarding and Mental Capacity Team

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**Expressions of interest regarding service user involvement
in safeguarding project to the contact above.**

