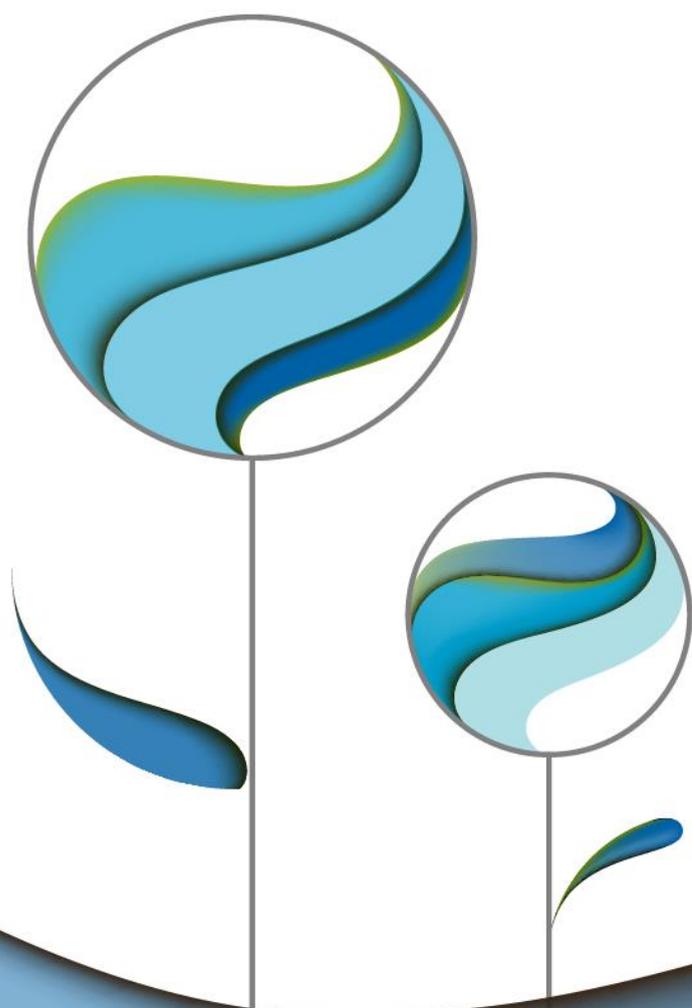


Safeguarding and Mental Capacity Annual Report

For the year 2016/17



Foreword

As the Executive Lead for Safeguarding, I am pleased to introduce Lincolnshire Partnership NHS Foundation Trust's Annual Safeguarding and Mental Capacity Report for 2016/17. Over the past year the Trust has continued to deliver high quality, compassionate care and treatment across communities in both Lincolnshire and North East Lincolnshire.



I am delighted to report that in April 2017 the Care Quality Commission (CQC) carried out a comprehensive inspection of Trust services and that we received an overall rating of 'Good', with our child and adolescent mental health services in both counties rated as 'Outstanding'. Once again this in-depth inspection identified that staff and services across the Trust continue to work effectively to ensure that people accessing our services for learning disability or mental health and social care needs are protected from abuse and avoidable harm. The inspection report identified that *"the Trust had safeguarding policies and robust reporting systems in place and described how they worked with partner agencies to protect vulnerable adults and children"*.

The Trust's Board of Directors received their level six safeguarding training and are committed to providing time and resources to safeguarding, to ensure that people accessing our services are safe and protected from abuse.

The Trust are proud to be providing a new innovative emotional wellbeing service Healthy Minds Lincolnshire from 1st October 2017. This service will improve access to emotional support for children and young people and will help families and professionals in Lincolnshire to promote emotional wellbeing, in line with early help strategies.

This report demonstrates the work we have carried out over the past year to protect and safeguard people in our communities and highlights our 2017-18 work programme, to ensure that this positive work continues to be well-led, and effective and responsive to people's.

I would like to thank our frontline staff and the safeguarding and mental capacity champions and team for their ongoing commitment to providing protection, guidance and support to people whose circumstances make them vulnerable to abuse, neglect or radicalisation.

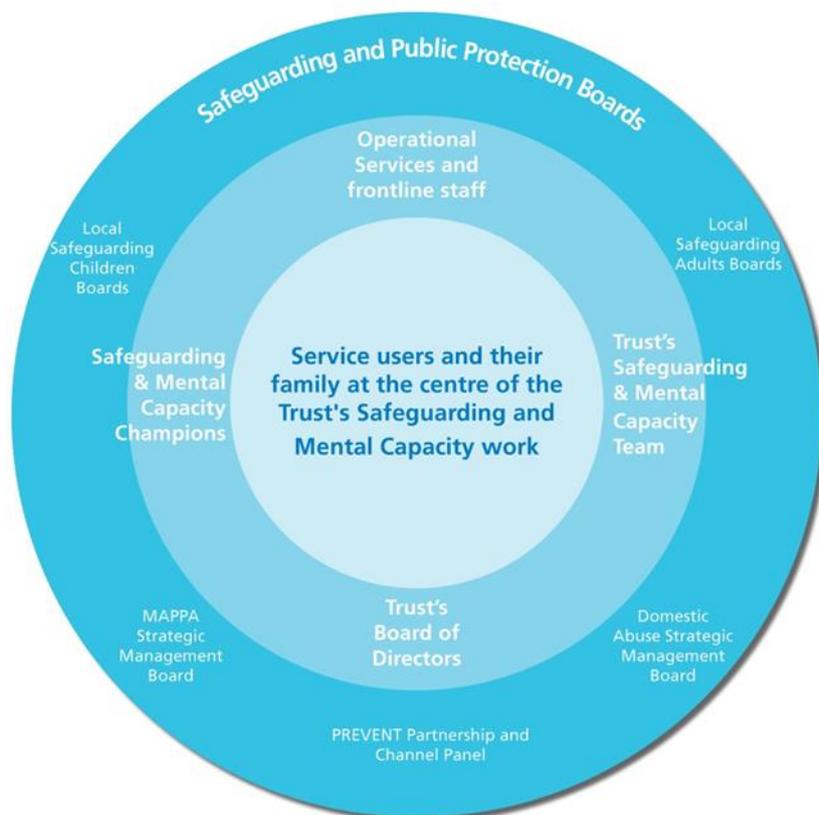
A handwritten signature in black ink that reads "Anne-Maria Olphert".

Anne-Maria Olphert

Executive Lead for Safeguarding
Director of Nursing, AHPs & Quality

Trust safeguarding and mental capacity

Our safeguarding and mental capacity team links with both Lincolnshire and North East Lincolnshire safeguarding children boards, safeguarding adult board, domestic abuse strategic management board, Prevent partnership board and the multi-agency public protection board. The team proactively engages in multi-agency working to enhance relationships, develop strategies and strengthen processes to ensure that the people who receive Trust services and the communities in which we work are safeguarded from abuse and that early help and intervention are available to all.



The safeguarding and mental capacity team and legislative committee ensure safeguarding is embedded within all Trust policies, procedures and services and that all staff have the required skills and knowledge to deliver effective safeguarding in their everyday practice. The team provide frontline staff with advice and support in complex and high risk safeguarding or human rights situations, and act as an escalation point for situations that require resolution and intervention to improve outcomes for service users and their families. The team also oversees the development, additional training and specialist supervision of 83 safeguarding and mental capacity champions that work to embed practice in frontline services.

The team's annual work programme is overseen by the Trust's legislative committee, which has the Trust's executive lead for safeguarding (director of nursing, AHPs and quality), director of operations, medical director and a non-executive safeguarding lead director on its membership. The committee provides assurance to the board of directors. The board of directors publishes an [annual safeguarding declaration](#) on the Trust website.

Achievements (April 2016 - March 2017)

Legislative committee

Delivered the objectives of the committee and monitored safeguarding and mental capacity performance and quality against the work programme across Prevent, MAPPA and all three safeguarding domains: children, domestic abuse and vulnerable adults.

Audit and assurance framework

Commenced the development and began embedding of the safeguarding and mental capacity audit and assurance processes, providing robust assurance from operational services to our Trust board, commissioners and safeguarding boards.

The Trust took part in multi-agency safeguarding audits across both Lincolnshire and North East Lincolnshire and demonstrated effective multi-agency working to protect and provide care for people who access services and their families.

Service user and carer strategy

Ensured that people using our services, and their carers, understood what safeguarding and capacity meant for them, and what they could expect from Trust services. Triangle of Care carers developed a booklet for carers explaining these areas.

Multi-agency working with the safeguarding and mental capacity team

Continued to develop and adapt the Trust's team in line with national and local requirements to enhance and streamline joint working with other statutory agencies.

Mental capacity

Standards were agreed and embedded for the Mental Capacity Act (2005) across all Trust services.

Social media

Awareness was raised and guidance implemented about abuse and bullying via social media.

Safeguarding children

Improved safeguarding processes and support for 16 and 17 year olds and embedded the child and adolescent mental health services safeguarding tool.

Safeguarding and mental capacity team

The team received a Trust Heroes award for their outstanding commitment to service user safety, and their leadership and responsiveness across the Trust.



Pledge for action

In March 2017 the Trust called upon its safeguarding and mental capacity champions to make a 'pledge for action' to raise awareness and identify more cases of domestic abuse and take action to protect those affected in way that is thoughtful, individual, robust and effective.

If the Trust is to achieve its **safeguarding vision**

“We are committed to a future where opportunities for abuse are minimised, identified abuse is stopped and prevented from re-occurring. As an integral part of the community the Trust and its staff will hear the voice of those at risk of abuse. We will work with partner agencies to uphold people’s rights and our response will be effective, kind and compassionate. Where people have experienced abuse that has caused emotional and psychological harm, we will work to enable recovery and a future free from abuse.”

All staff, students and volunteers must work to ensure that every sign of abuse is explored, that each and every disclosure is dealt with effectively, proportionately and with kindness. When someone is at risk from abuse, self-neglect or radicalisation that they are truly listened to, empowered and protected.

Safeguarding principles and people’s rights should be embedded in staff, volunteers and student’s consciousness that no matter what they are doing, or where they are, they consider the guiding principles of empowerment, personalisation, human rights, protection and accountability.

Professional curiosity is a core skill that the Trust are working with staff to develop. Whether a partial or full disclosure of abuse, staff work with the individual making the disclosure to consider their safety and welfare. They use their knowledge, care and compassion to walk alongside and support that person, to share their fear, to identify vulnerability and to provide aid with personalised safety planning and recovery.

The Trust’s safeguarding team are visiting every team in the organisation to highlight this vision and to develop a collaborative strategy to make this a reality over the next five years.



Safeguarding and mental capacity champions



The champions continue to demonstrate that they are a motivated and passionate group of staff, who can effect real change in practice in their clinical environments. The Trust's safeguarding team continue to support this group to develop additional knowledge and skills to enable them to provide their colleagues with guidance and support; ensuring that safeguarding and mental capacity are embedded across the entire organisation.

At the safeguarding and mental capacity champion's day in March 2017 the champions contributed towards the Trust's work programme for 2017/18 and commented on the safeguarding work they were most proud of in 2016/17. This included:

Mental capacity and deprivation of liberty safeguards (DoLS)

"I have supported my team to begin implementing the principles of the MCA in a more consistent way."

Domestic abuse

"I worked gently but persistently with a victim of domestic abuse who was unwilling to make a full disclosure. Slowly building their confidence to the point of full disclosure and supporting them to take action to protect themselves."

Adult safeguarding

"My confidence in understanding the complexities between safeguarding an adult who may lack capacity, whilst trying to maintain their rights has improved and I have been able to take more informed actions to protect people as a result."

Child safeguarding

"Having worked sensitively with a family who had historically experienced domestic abuse I was able to support a 16 year old to act with conviction to protect themselves and their siblings."

Over the past year the champions have attended two specialist safeguarding supervision sessions and two days additional safeguarding and mental capacity training. The training days revisited the often complex area of the Mental Capacity Act (2005). The session was received with great positivity by the champions who described it as:

“Fascinating – a very successful safeguarding champions day.”

“The day has ensured I am leaving with a lot of knowledge in this area, which is brilliant!”

“Prior to today I felt I had limited knowledge around assessing capacity I come away with much greater knowledge and understanding.”

“Very good session. Extremely knowledgeable presenter who has assisted me to identify areas that I need to feed back into my team.”

The day also shone a spotlight on domestic abuse, in a session led by the Trust’s consultant nurse for safeguarding and mental capacity, who called for the champions to make a ‘Pledge for action’ and challenge domestic abuse head on. She called for them to raise awareness and commit to an individual pledge to increase their identification and reduction of risk. This session was well received with champions, describing its impact as both “powerful” and “thought provoking”.

In 2016/17 the champions also developed their specialist knowledge and received information updates from: Lincolnshire Fire and Rescue, on protecting vulnerable people from fire risk; Lincolnshire’s MAPPA coordinator on multi- agency public protection, and an overview of honour based violence and forced marriages from a lawyer specialising in this area.

Safeguarding outstanding champions awards

Two champions have been identified in the last year as showing outstanding dedication and commitment to ensuring the implementation of safeguarding practice within their teams. Their inspirational practice was recognised and celebrated during the safeguarding champion’s days:

- October 2016 - Joe Wilkinson (Lincoln crisis resolution and home treatment team)
- March 2017 - Emma Litchfield (community psychiatric nurse eating disorder services)

Safeguarding champions supervision sessions

Champions are required to attend at least two safeguarding supervision sessions per year, in addition to raising all safeguarding issues in their regular managerial supervision. These continue to be popular sessions and a great number of cases have been brought for reflection and review.

These sessions have also demonstrated that the champions can be a real catalyst for change. For example, a champion who came to supervision for guidance and advice on mental capacity and deprivation of liberty safeguards was able to return to their unit and lead on the implementation of best practice in this area. Their action quickly led to the application of new guidance to ensure that all service users who were admitted to the unit had their capacity assessed more quickly and consistently to ensure appropriate safeguards were implemented where required.

Inspections, reviews and lessons learned

Joint Targeted Area Inspection of multi-agency response to children living with domestic abuse in Lincolnshire, including the Care Quality Commission (CQC)

In October 2016 Lincolnshire's services were inspected jointly by the CQC, Ofsted, Her Majesty's Inspectorate of Constabulary (HMIC) and Her Majesty's Inspectorate of Probation. The inspection recorded that "*Strategic arrangements for the management and oversight of domestic abuse in Lincolnshire are well developed, based on a good understanding of the extent and nature of domestic abuse and are having an impact across services to improve responses to children who have experienced domestic abuse. There is good awareness and ownership of the domestic abuse joint protocol by front line staff across agencies. There has also been a strong focus on equipping frontline staff and their managers with the knowledge and assessment tools required to better understand and tackle domestic abuse.*"

Their report also highlighted that the safeguarding lead for the Trust provided "*good oversight and support continuing improvement of safeguarding practice to ensure that, where there are risks to children and young people due to domestic abuse, these are promptly identified.*"

Statutory safeguarding board compliance

The Trust attends over 95% of statutory safeguarding board and operational safeguarding meetings for children, adults, domestic abuse, Prevent, channel and multi-agency public protection (MAPP) purposes. On an average month the Trust's safeguarding team attends over 30 (an average of 120 hours) external multi-agency meetings and 20 internal safeguarding meetings. The Trust can demonstrate its full compliance with both North East Lincolnshire and Lincolnshire's safeguarding children board's Section 11, safeguarding adult board assurance framework, Lincolnshire Prevent strategy and the domestic abuse charter.

Statutory safeguarding reviews

During the 12 month period under review the Trust has been involved in one joint domestic homicide and child serious case review, one domestic homicide review and one child serious case review. These have not been published at the time of reporting.

In December 2016, Lincolnshire's safeguarding children board published a serious case review into the death of Alex, a nine year old boy who was murdered by his grandfather in December 2014. Alex's grandfather had been discharged from one of the Trust's acute mental health wards eleven days prior to the murder.

The report highlighted the main areas of learning for the Trust related to;

1. Lack of competent practice and professional curiosity resulted in a lack of robust risk assessment.
2. The discharge planning lacked any form of basic defensible risk assessment, planning or analysis of the presenting risks to the wider public.
3. The culture within this particular inpatient ward in relation to this case perpetuated an ethos focused on a lack of ownership, in particular in establishing the treating consultant psychiatrist.

4. That despite the presence of comprehensive policies, procedures and training; the organisational culture functioned as a barrier to assessing maternal grandfather in a dynamic manner.
5. These learning points resulted in the lack of visibility of the family's needs and the safeguarding concerns that required managing on a multi-agency basis.
6. The flow of practice from the planning, assessment, to his discharge, lacked the required professional curiosity, governance and management oversight to recognise his risks and listen to the voice of this family.

The Trust has robustly reviewed and developed practice across this area of speciality and the safeguarding team attend regularly to ensure that practice is embedded and specialist advice is readily available. The comprehensive action plan is in its final stages of completion.

Lesson learned bulletin

The Trust's quality and safety team publish a bi-monthly bulletin. In 2016/17 the safeguarding team wrote lessons from internal reviews relating to:

- Safeguarding duty in relation to service users who have professional roles and responsibilities.
- The importance of information sharing across services.
- The risks of sharing information with perpetrators of domestic abuse.
- Ensuring that where there was an historical risk identified to children, that this is considered in the current formulation and analysis of risk to others.

The year ahead: April 2017 – March 2018

Our safeguarding and mental capacity team, clinical services and champions have developed a work programme that will be monitored and reported against to the Trust's board level legislative and quality committees. Its objectives are:

Legislative 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 three safeguarding domains: children, domestic abuse and adults at risk.

Audit and assurance framework

Develop and embed the safeguarding and mental capacity audit and assurance processes. Providing robust assurance from operational services to our Trust board, commissioners and safeguarding boards.

Service user and carer strategy

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

Multi-agency working with the safeguarding and mental capacity team

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

Safeguarding adults - making safeguarding personal

Support the safeguarding adult board's development of a process for supporting adults who require multi-agency liaison and support, in line with early help strategies. Enhancing involvement, choice and control, as well as improving quality of life, wellbeing and safety for people who use Trust services and are at risk or experiencing abuse.

Develop guidance and embed practice to reduce and manage service user on service user assaults in inpatient settings.

Mental capacity

To develop forums and guidance for improving practice in relation to the assessment of capacity, best interest decisions and the relevant care planning.

Disguised compliance and poor engagement (was not brought and did not attend)

To implement and embed best practice standards relating to the identification, risk assessment and care planning for adults and children who are at risk of poor engagement, or not being brought for appointments.

Safeguarding children

Review and refresh transition processes for young people who are becoming adults and for looked after children.

Work with local partnerships including children's services, police and youth offending service to develop and embed harmful sexual behaviour processes and practice in Lincolnshire and North East Lincolnshire.

To ensure that children are informed about safeguarding processes and risks.

Staff recognition of engagement in safeguarding identification and processes

Work with Trust staff to understand and improve the identification of information which indicates risk of, or actual abuse and embed the practice and concept of professional curiosity across the Trust.

Anti-social behaviour risk assessment conference (ASBRAC)

To improve the Trust's engagement and information sharing with ASBRAC.

Sexual violence and abuse

To improve the knowledge and skill of Trust staff in supporting and identifying people who have experienced sexual assault and abuse.

Our safeguarding vision

“We are committed to a future where opportunities for abuse are minimised, identified abuse is stopped and prevented from re-occurring. As an integral part of the community the Trust and its staff will hear the voice of those at risk of abuse. We will work with partner agencies to uphold people’s rights and our response will be effective, kind and compassionate. Where people have experienced abuse that has caused emotional and psychological harm, we will work to enable recovery and a future free from abuse.”

Safeguarding and mental capacity act team

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