Welcome to the spring edition of Safeguarding Matters, the newsletter of the Rochdale Borough Safeguarding Adults Board.

In this edition we look at the new guidelines issued by the Care Quality Commission about the difficult and complex issue of using hidden cameras to monitor care standards, new measures to tackle Female Genital Mutilation (FGM) and the revised Code of Practice for the Mental Health Act. There is also information on Rochdale’s Books on Prescription scheme, new guides to help the implementation of the Care Act 2014 and safeguarding and domestic abuse.

Our regular features include an update from the latest meeting of the Rochdale Borough Safeguarding Adults Board, an insight into the role of one of the board members and our usual Jargon Buster feature.

I hope you find it interesting and informative. Don’t forget, if your organisation would like its Safeguarding work or project featured in this newsletter, let us know.

Andy Searle
Interim Chair
Rochdale Borough Safeguarding Adults Board
News from the board
an update from the last Board meeting

The Rochdale Borough Safeguarding Adults Board (RBSAB) meets every three months and each newsletter carries a summary of what was discussed.

The last meeting was in February.

Links to Housing Forum
An approach is to be made to the local Housing Association Forum with a view to improving links and communication between the Forum members and the board.

Constitution, Policy and Procedures of the board
The constitution of the board was discussed and updates made. This is part of a wider piece of work, updating and revising the board’s Policy and all the Multi-Agency Procedures in light of the implications of the Care Act 2014 and these were also discussed and suggestions for amendments requested.

Care Quality Commission
The board received a presentation on the new powers of the Care Quality Commission (CQC). The new way of inspections will be in place from April 2015 for all settings, including adult social care services:
• The new way of inspecting is clearer.
• There is a clear framework for improvement, which includes being able to place providers in special measures. If a provider received two inadequate ratings within six months, they will be placed in special measures.
• There is a clear enforcement pathway and less opportunity for the provider to appeal a decision.
• This enables CQC to communicate provider issues with the Local Authority much faster.

Commission
Sheila Downey, the Director of Adult Care for Rochdale Borough Council, gave an update on the progress of implementing the Care Act 2014. The act comes into effect this month (April). New eligibility criteria means that if individuals have either a health care need, disability or long term condition which is having a significant impact on their wellbeing, then they would be eligible for services. This is a challenge as a significant impact on wellbeing could mean different things for different individuals, resulting in a different response for individuals with seemingly similar care and support needs.

As part of the Care Act both people receiving services and carers qualify for a personal budget. There will be a new deferred payments system in place from 2016 and an information and advice service is being implemented, which will be actively seeking individuals that may benefit from services and signposting/advising them.

The structure of the adult care teams has been changed with the current safeguarding team being amalgamated into other teams as safeguarding is an integral element of working with individuals and all social workers should be engaged in this work in line with the College of Social Work standards expectations. As there will be close working with Primary Care, neighbourhood teams are being created. A new Information and Advice team has been created to ensure the population of Rochdale receives accurate, concise and consistent information.

Strategic Action Plan
The Board discussed the Strategic Business Plan and agreed that the existing 6 outcomes will remain in place for 15/16. Under each outcome there are additional objectives linked to the principles of the Care Act. The Strategic Plan and the resultant work plan will be reviewed for 2016/17.
Who’s Who?

In each issue we introduce a member of the board, to help people understand who is on the board and the types of backgrounds and jobs they have.

This issue features Dr Paul Laker, Vice-Chair of the Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG).

I am a 53 year old GP who works three days a week at Littleborough Group Practice and two days a week for Heywood, Middleton and Rochdale Clinical Commissioning Group, one day of which is with the CCG Adult and Children’s Safeguarding teams.

I was brought up and went to primary school at Gatley, South Manchester, then went to the local Grammar School. In 1980 I moved to Newcastle Upon Tyne Medical School, qualifying as a Doctor in 1985, moved to Walsall in the West Midlands in 1986, trained as a GP and worked there until 2002, when I moved my wife and four children to the Rochdale area, where she had been brought up and her parents and family still lived.

My children have all left home now and we live with 2 dogs, 1 cat, and several fish!

My hobbies now consist of watching the television and walking the dog.

I was involved in GP-Care, the Rochdale East GP practice group, and then HM&R CCG when it was formed 3 years ago, which led to my involvement in safeguarding. Before this all I knew was what I had been taught about child protection and what it was to be a good GP, to help and respect your patients of any age and ability, both supporting them medically and psychologically.

The central theme we have been encouraging is the sharing of information between agencies, the information you hold may be the final piece of a jigsaw which would transform care.
A couple of new guides have been published which can be downloaded free of charge.

**Adult safeguarding and domestic abuse:**
* A guide to support practitioners and managers: Second edition
* Published by LGA ADASS

A new guide was published in February to help staff to give better informed and more effective support to people who need an adult safeguarding service because of domestic abuse. It addresses situations where an adult who has care and support needs is being harmed or abused by an intimate partner or close family member in a way which could also be defined as domestic abuse. It does not seek to replace existing safeguarding procedures and it should be read and used in the context of Rochdale procedures and protocols, which are available at [www.safeguarding4rochdale.com](http://www.safeguarding4rochdale.com)

[Download for free HERE](http://www.safeguarding4rochdale.com)

**Guide to the Care Act 2014 and the implications for providers**
* Published by LGA/Care Provider Alliance/Department of Health/ ADASS

The Care Act 2014, together with a range of regulations and statutory guidance, is the base upon which social care will develop over the next few decades. Although the legislative base is totally different, in practice much will remain the same for providers, although they should be aware of the major changes set out in this document.

[Download for free HERE](http://www.safeguarding4rochdale.com)
The measures to better protect women and girls at risk of female genital mutilation include:

- £1.6 million for the next stage of the FGM prevention programme that will improve the NHS response.
- A new national system to allow clinicians to note on a child’s health record that they are potentially at risk of FGM.
- New mandatory recording requirements for GPs and mental health trusts requiring them to record FGM incidence by October 2015. This follows a requirement already in place for NHS acute trusts.
- Improved training for frontline health workers on how to communicate sensitively with patients about FGM, through new e-learning sessions launched by Health Education England.
- £2 million for a new national programme backed by Barnardo’s and the Local Government Association that will create a highly specialised team of skilled social workers with extensive experience of working with those at risk of FGM.

Mandatory Reporting Consultation - Summary of responses and government response

The Home Office have published the ‘Summary of responses and government response’ following the public consultation on introducing mandatory reporting on FGM. This will affect all healthcare professionals.

The consultation paper, 'Introducing mandatory reporting for female genital mutilation: a consultation', was published on 5 December 2014. Its purpose was to enable the Government to scope and explore fully how to introduce a mandatory reporting requirement for cases of female genital mutilation (FGM). The consultation sought views on:

- What and who should be covered by the requirement
- Which agencies the requirement should apply to
- How the requirement would work in practice
- The sanctions which should be imposed for failure to comply with it

The consultation also sought views on introducing statutory multi-agency guidelines on FGM.

The consultation closed on the 12 January 2015. This document sets out a summary of the responses and outlines the Government’s next steps.

The Summary can be accessed HERE

Care Act resources for care providers

The Department of Health, Local Government Association and Association of Directors of Adult Social Services have worked with a range of partners to provide resources to support care providers:

Provider Care Act implementation materials
Care Act learning and development materials
Workforce capacity planning tools
Care Act support from SCIE
Care Act: Understand Local Authorities Duties
#YourVoice event

Healthwatch Rochdale, Greater Manchester Youth Network and Rochdale Libraries planned and attended the #YourVoice event in Rochdale on 19 February and it was a great success.

The event was for under 25’s to tell their stories of health services - both positive and negative. The group discussed different topics including doctors, mental health and Rochdale Infirmary. Healthwatch Rochdale has gathered this information and will report this through trends analysis.

A recording was taken of the event and can be found on the community reporter’s website, it is titled Your Voice - Young people and service providers in Rochdale discuss local health services.

It can be found HERE
The Care Quality Commission (CQC) has published information for people who are thinking about using hidden cameras – or any type of recording equipment – to monitor someone’s care. Aimed at families, carers and people who use health and care services, the leaflet sets out some of the things to consider if people are thinking of using recording equipment, as well as explaining other steps that can be taken to raise concerns.

CQC Chief Inspector of Adult Social Care, Andrea Sutcliffe, said:

“We all want people using health and social care services to receive safe, effective, high quality and compassionate care. It is what everyone has a right to expect. Sadly, we know that does not always happen and the anxiety and distress this causes people, either for themselves or a loved one, is simply awful. For some, cameras or other forms of surveillance, whether openly used by services or hidden by families, are the answer. Others feel this is an invasion of people’s privacy and dignity. Many don’t know what to do if they are concerned. For more than a year we have been talking to people who use services, their families and carers as well as providers about this hugely controversial subject. They told us that information from the regulator would be helpful.

We published information for providers in December, setting out the responsible steps they need to take into account when considering or already using open or hidden surveillance. Today’s information for the public explains what people can do if they are worried about someone’s care and the things they need to think about if they are considering using any form of recording equipment.

I hope that this information helps the public to make the right decisions for them. But what I want more than anything is for services to always provide care that meets the standards we all expect so that the public can have confidence.”

The guidance can be accessed on the RBSAB website: www.safeguarding4rochdale.com
The revised Mental Health Act Code of Practice has completed Parliamentary scrutiny unchallenged. This means that from 1 April 2015, the revised Code comes into effect as planned, replacing the 2008 Code which remains in force until that date.

Since the Code was last published in 2008, there have been significant changes in legislation, case law, policy and practice. The Code provides guidance to professionals on how to undertake their roles and responsibilities under the Act in order to ensure that all patients receive high quality and safe care. The revised Code seeks to provide stronger protection for patients and clarify roles, rights and responsibilities. This includes involving the patient and, as appropriate, their families and carers in discussions about the patient’s care at every stage; providing personalised care; and minimising the use of inappropriate blanket restrictions, restrictive interventions and the use of police cells as places of safety.

The key changes include:

- 5 new guiding principles
- New chapters on care planning, human rights, equality and health inequalities
- Consideration of when to use the Mental Health Act and when to use the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards and information to support victims
- New sections on physical health care, blanket restrictions, duties to support patients with dementia and immigration detainees
- Significantly updated chapters on the appropriate use of restrictive interventions, particularly seclusion and long-term segregation, police powers and places of safety
- Further guidance on how to support children and young people, those with a learning disability or autism

The Code is available electronically HERE

Hard copies are available to order from this site or directly from the Government Stationary Office HERE
The new scheme builds on the success of the core Books on Prescription list, which targets mild to moderate mental health conditions - such as panic, stress and depression - and are already helping over 275,000 people nationwide to feel better through self-help reading. Additionally, since February 2014, Rochdale has been running a further scheme dedicated to issues facing children, young people and their families. Working within NICE guidelines, the books are an early intervention treatment and part of ‘watchful waiting’ at step one in the Stepped Care model for mental health and Improving Access to Psychological Therapies Programme (IAPT). Whilst they are not recommended to replace existing care, the self-help books can provide added value and guidance. They can be used as a standalone treatment, alongside medication and psychological approaches, or as a key element in supported therapeutic programmes. Within the first year, feedback suggests the deliverance of significant patient benefit:

- 91% of service users surveyed said the book they had read had been helpful
- 79% said it had helped them understand more about their condition
- 73% said it had made them feel more confident about managing their symptoms
- 37% said that symptoms had reduced or got better

Alongside common mental health conditions, dementia is a national health challenge and The Alzheimer’s Society estimates 2,309 people within the borough are living with a dementia diagnosis. Improving dementia services and quality of care is a key priority of the National Dementia Strategy. NICE guidelines recommends: increased knowledge of dementia; offers of practical advice about services; provision of support following diagnosis and with early memory loss; provision of practical, emotional and mental support for carers; encouraging people to remain independent and active; and enhancing quality of care. The 25 chosen dementia books have been selected in accordance with these NICE guidelines and the CCG Outcomes Indicator Set 2014/15 – in particular, helping to ensure people with long-term medical conditions feel supported in managing their conditions and enhancing their (and their carers’) quality of life.

The booklist is also endorsed by experts who provide quality assured support in those areas, as well as people with lived experience of the condition, helping to shape the four categories of titles – information and advice; support for relatives and carers; living well with dementia; and personal stories.

Community-based self-help provision such as Reading Well Books on Prescription provides cost-effective support for existing health services and an efficient way of delivering early intervention care in the community, helping to reduce the need for more intensive forms of treatment. Anyone can access the scheme for free from any of the 17 libraries across the borough, via either the prescription route or self-referral.

Get more information about Books on Prescription HERE

Or contact Gemma Bickerstaff (Health in Libraries Co-ordinator)
Email: gemma.bickerstaff@rochdale.gov.uk
Tel: 01706 924 955
Jargon Buster

Sometimes it can be difficult for people to understand the information they are given because they are not familiar with the terms being used or how the health and social care systems work. In this regular feature, we’ll be explaining some of the terms you might come across.

What is the DBS?

The Disclosure and Barring Service (DBS) enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially those that involve children or adults, and provides wider access to criminal record information through its disclosure service for England and Wales. A DBS check may also be needed to adopt or foster a child.

The DBS was formed in 2012 by merging the functions of the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) and started operating on 1 December 2012.

The employer or organisation running the check should provide the applicant with information about the level of check required. Criminal record check applicants must be 16 or over. An employer can only apply for a check if the job or role is eligible for one.

There are three types of check:

Standard (£26)
This checks for spent and unspent convictions, cautions, reprimands and final warnings, and will take about 2 weeks.

Enhanced (£44)
This includes the same as the standard check plus any additional information held by local police that’s reasonably considered relevant to the workforce being applied for (adult, child or ‘other’ workforce). It usually takes about 4 weeks. ‘Other’ workforce means those who don’t work with children or adults specifically, but potentially both, e.g. taxi drivers. In this case, the police will only release information that’s relevant to the post being applied for.

Enhanced with list checks (£44)
This is like the enhanced check, but includes a check of the DBS barred lists. It usually takes about 4 weeks.

A DBS check has no official expiry date. Any information included will be accurate at the time the check was carried out. It is up to an employer to decide if and when a new check is needed. Applicants and employers can use the DBS update service to keep a certificate up to date or carry out checks on a potential employee’s certificate.

Checks for eligible volunteers are free of charge. This includes anyone who spends time helping people and is:

• Not being paid (apart from for travel and other approved out of pocket expenses)
• Not only looking after a close relative

More details can be found HERE
To report a Safeguarding concern

If you or an adult you know is in immediate danger contact 999 or call 101 if you think a crime has been committed.

Or contact:

**Rochdale Borough Adult Care**

**Access and Intervention Team**

0300 303 8886 (Office hours Monday - Friday 8.30am - 4.45pm)

Email: social.services@rochdale.gov.uk

Web: www.rochdale.gov.uk/mycare

**Duty Team**

0300 303 8875 (Out of hours)

Email: social.services@rochdale.gov.uk

Web: www.rochdale.gov.uk/mycare

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**Feedback**

If you have any suggestions for topics or comments about this newsletter, please contact Carl Travis on 01706 922594 or email carl.travis@rochdale.gov.uk