



CITY OF YORK SAFEGUARDING ADULTS BOARD

**Meeting held on 1 September 2017, from 9.15 am – 12.00pm
Auden Room, West Offices, York YO1 6GA**

Present:

Sarah Armstrong	Chief Executive, York CVS
Kyra Ayre (KAy)	Head of Service Safeguarding, MH & DoLS
Kim Bevan	The Retreat
Claire Byers	Tees Esk & Wear Valley FT
Michelle Carrington	Chief Nurse, Vale of York CCG
DS Nigel Costello	North Yorkshire Police
Stacey-Lee Curtis	York House
Beverley Geary	Chief Nurse, York Teaching Hospitals NHS FT
Kevin McAleese CBE	Independent Chair
Michael Melvin	City of York Council
Bhekimpalo Nkomo	Stockton Hall
Christine Pearson	Vale of York CCG
Keren Wilson	Independent Care Group

In attendance:

Melanie Hopewell	City of York Council (minutes)
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Apologies:

Karen Agar (KAg)	Tees Esk & Wear Valley FT
Lisa Winward	Deputy Chief Constable, NYP
Martin Farran	Director Adult Social Care, CYC
Sharon Stoltz	Director Public Health
Sian Balsom	Healthwatch York
David Heywood	Stockton Hall
Cllr Carol Runciman	Portfolio Holder
John Pattinson	NHS England

1. Introductions and Apologies for Absence

The apologies for the meeting were noted.

2. Minutes of the Last Board – 2 June 2017 : for agreement

The minutes of 2 June 2017 were confirmed as an accurate record of the meeting.

3. Matters arising

1. Partnership Commissioning Unit (PCU).

MC advised that following stakeholder briefings they are now into Phase 3, which is staff consultation and this should result in a fully functioning team shortly, based in Clifton. Funded nursing care (FNC) and Continuing Healthcare (CHC) will be funded through the appropriate CCG.

2. There had been no update from CQC yet on the “UBER” model and staffing agencies in York relating to staffing in care homes, following information sent by SAB members.

Action

Chair to remind Tanya Stokes (CQC) of her action to share information with Board members following emails to her as agreed	KMc
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4. Conflicts of interest in connection with any item on the agenda

The Chair identified a conflict of interest for himself from an AOB re York Hospital Foundation Trust. Michael Melvin would chair this item.

Standing Items

5. A safeguarding story

Christine Pearson presented a safeguarding story. The story related to a healthy man in his 30's who lived and worked in South East Asia with his partner and child. He was the victim of a savage assault resulting in severe brain injury. He had no insurance and his family had to remortgage their home to repatriate him to the UK where he was funded by CHC. He had very complex care needs and did well initially. Retained swallow impairment, gastronomy tube, mobilised

wheelchair, full support and strict regime of manual handling, limited speech. Minimally conscious state. Parents, family and friends visited most days.

A safeguarding alert was raised relating to dental concerns. He was taken to community dental practice for tooth extraction. Dentist removed wire from tooth and used water, but the dentist did not ask any questions of the carer as to any health issues. Later that day he was taken to A&E and was admitted with pneumonia. Safeguarding investigation took place in his best interest.

A further incident took place where he expelled a large blood clot through his mouth. Was placed on a waiting list for dental assessment at hospital. Parents went on holiday for 2 weeks and there had been no progress on their return, they contacted dental surgery and arrangements were made for him to go, accompanied by mum and care worker from the unit. Wire was found between his teeth (had been wired after the attack) and removed. The dentist asked about his condition and anything he should be aware of before he carried out the procedure and was advised by the care assistant that he could not swallow or easily be moved from his chair but that his wheelchair reclined, so the dentist carried out the procedure. The care assistant agreed that everything was done as it should be and that the dentist had carried out the procedure without using water spray. Later that day he was found with fresh blood and phlegm on his face and went to hospital, diagnosed with aspirational pneumonia. Another alert was raised by the care facility but parents considered the dentist had done a good job. Inquiry found that the dentist had carried out the procedure according to procedures laid down and had taken into consideration all health issues.

Parents counter claimed against the care facility and subsequently moved him to another care facility. His voice was lost in this process, was there a role for a separate advocate? More best practice than safeguarding.

Actions:

December Safeguarding story	North Yorkshire Police
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6. Chair's Report

The Chair's report included:

1. Details of visits and meetings attended

2. Discussed next Board Development Day and set draft agenda asked Board to agree a date in February 2018, MH would send out a doodle poll for week commencing 19th.
3. KMc advised the Board that he felt there was a strong case that our next Development Day should be focused on matters which currently directly affect York adults but on which we have hitherto spent very little time. Namely, the range and effects of serious organised crime, scamming and financial harm done to older adults in particular, harm reduction from the effects of drugs and alcohol and also the work of the Independent Inquiry into Child Sexual Abuse (IICSA) and what is being disclosed about the effects on victims when they become adults. The Board agreed this draft agenda
4. Possible involvement of City of York Trading Standards in the work of the SAB. Some SABs, including North Yorkshire, already have a Trading Standards representative as a full member. KMc believes that after the February 2018 development day, the City of York SAB will want to take a more considered view on the matter.
5. Given that almost all of the organisations represented at the SAB have an on-going relationship with the CQC as their regulator, it seemed to KMc that Tanya attending can only be helpful to both the Board and to member organisations. Agreed in principle, with some concerns expressed about whether attenders would be as willing to be open in discussing issues. KMc will find out why response not received or information shared before we invite her again

The Board were asked to note the report and agree recommendations:

Actions

Board agreed February 2018 and MH will send out doodle poll with suggested dates	MH
Board agreed draft agenda items for Development Day	
Board agreed in principle that Trading Standards could be invited to attend the Board as a full member later in 2018	

7. WDU Training Update

- Lot of activity for next quarter, human trafficking and modern slavery
- KWANGO winding up in July 2018 we are currently in the process of reprocurring new elearning
- No shows – Mel to see if WDU receive any money back

Actions:

MH to ask WDU if they actually receive any income from “no shows”	MH
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8. Quality Assurance Framework update

Following the last meeting of the Quality and Performance sub group in May it was agreed to produce a summary of the Quality Assurance Framework to assist partners in their understanding of the data the Board wished to be assured of. The summary was attached for information.

The summary helped the Q&P sub group to get a better range of data and the group is now able to begin to look at a core set of data. There is now a rolling programme in place. Next meeting will concentrate on complaints and user surveys.

9. Agenda for Development Day

The Chair explained that he had purchased 10 copies of a book from the University of Bournemouth about Safeguarding adults and the Mental Capacity Act, with particular reference to scamming and doorstep crime. The Board welcomed them and they were circulated. KMc also set out some suggested agenda items for the Development Day in February and asked the Board for their comments and approval. Discussed the date for the development day and agreed February 2018.

- Head of Organised crime (NYP)
- Head of Harm reduction (alcohol and drug addiction) (NYP)
- Trading Standards - Scamming (CYC)
- IICSA consultative committee

Actions

MH to send out a doodle poll to agree best date for the 2018 Board Development Day	MH
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Strategic Items

10. Progress on Management Plan 2016/17

KAy commented on progress of SAB Management Plan. She highlighted three areas: regional safeguarding procedures making good progress; forum for people who have been through safeguarding process, not been able to progress this, but will explore during Safeguarding Week on 9 October); website resource. There were no queries on the management plan.

11. Safeguarding Adults data

Following on from the Board in June the data has been split out to cover over 85's, as requested. There is some change in the workflow trend – keep an eye on this. Meaningful recording of MSP – we will do some work in the Q&P sub group to get underneath this. Could we include City of York demographic data (ie from the JSNA showing age groups in total population) into the one page summary for easier comparison?

Action

MH to add demographic data to quarterly summary	MH
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12. MSP Outcomes (case studies)

The first case study provided showed good MSP working between safeguarding, police and housing colleagues to enable the customer to be rehoused. This followed the customer being identified as at risk of exploitation, physical abuse, worsening mental health, physical condition and threat to tenancy.

In the second case study the customer was concerned about money going missing but did not want to take the matter any further but also did not want the carer back in his home. After some investigation it showed that the carer did not disclose their conviction for theft after their most recent DBS check and following this was dismissed a referral made to DBS. We did no more enquiries into the concern as per the customer's request but were able to protect others through the use of the information obtained.

The Chair asked to hear from all partners about their MSP case study experience and would like three SAB member organisations to each provide two case studies at every future Board meeting, so that within twelve months all organisations had participated. The Board agreed

and The Retreat/York House/TEWV volunteered to be the first at the next meeting.

Action

The Retreat, York House and TEWV to send through 2 case studies each for next Board in December	SL-C, KAg, KB
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13. Risk Register

The register has been updated and scrutinised through the Q&P sub group. There was an added risk recognised around self-funders.

Discussed at Q&P that if something turns green it will be taken off the register a log of risks removed will be kept.

MM/Q&P group will pick up the net rating and gross rating with mitigation – update on mechanism behind register.

Actions:

Remove 10 and 11 from register and log removal	MM
Q&P group to clarify mechanism behind gross and net ratings, taking account of effects of mitigation, and matter to be brought to next SAB meeting.	MM

14. Update on W,N & York Policies & Procedures

The Chair noted that Kyra has been a key player in making this happen across the region and thanked her on behalf of Board members. Asked the Board to accept the view that there is sufficient progress in place for formal sign off in December. One council SAB has decided to take a different view – KMc and other regional Chairs meeting to discuss at the end of the month with its Chair.

The Board would be formally asked to agree the procedures in December.

Actions:

KAy to bring back to Board for agreement in December	KAy
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For information (and discussion by exception)

15. Highlight report on Board sub-groups

The Board noted the report.

Lessons Learned:

- Still places available on the suicide conference.
- LeDeR - Challenges around capacity locally of reviewers. Need a local area contact – want CCG’s but they do not have the capacity to do this yet. 160 deaths reported in Yorks and Humber – tip of the iceberg across the region. Some shift in focus to incorporate the learning from acute deaths, no official stance on this yet.

Q & P

- Attendance has been a concern .
- Case audit tool being revised.

T & D

- Safeguarding policy.
- Guidance around human trafficking/ modern slavery.
- Self neglect training in place good response.

16. NHS England – Commissioning good practice

The Chair supplied a guidance paper from NHS England: “Commissioning Good Practice” which has been issued to Independent Mental Health Hospitals and covers measuring service user, carer involvement and experience.

18. Website usage

The data shows that website usage continues to be good but the bounce rate (the amount of time people spend on the site) is high at 74%. This can only be rectified by keeping the site content up to date and relevant. MH asked for all partners to review the York site and to send any information that may be relevant from their own sites, including links to websites, events, news, procedures etc.

Actions:

Board members asked to review the website and send any information, links etc to MH by end of September	ALL
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Any Other Business

- MM chaired this item. York Trust – Recent local news article regarding financial issues at the local hospital. BG gave an overview relating to

local and national context. The organisation has a financial recovery plan and the Board of Directors have publicly stated that patient safety will not be compromised.

- KMc resumed the chair. MC update on CQC “system reviews” – shared post between City of York and the CCG - Pippa Corner overseeing. This is the first time this has been done and is a massive piece of work. York has been chosen to be the first for CQC review on the interface between health and social care – flow through the system, focus on system leadership, led through Pippa (if you get a request from PC please give it priority). Rolling programme of inspections (review) will follow. Reflections on this at AOB next Dec.
- Annual report/Executive Summary – anyone who would like a printed copy please let Mel know asap. KMc confirmed that a brief look at Annual Reports across the country revealed huge variation in size and detail. At 50 pages the York one was large and he was certain that the next one could be reduced considerably. The Board agreed.

Actions

Reflections from CQC as AOB for December Board	MM
Requests for a printed copy of Annual Report and/or Exec Summary to Mel asap	ALL
2017/18 Annual Report to be reduced in size	KMc

Horizon scanning:

- KW – Alexa being used in America digital voice assistants to help with social care

19. Review of meeting

What Went Well		Even Better If	
Meetings well organised, good paperwork and chairing	✓✓✓✓ ✓	Non attendance of NHS England again	✓
Variety of topics	✓✓✓	Clarification of risk and ratings system used with risk register	✓✓✓
Sub group report highlight	✓	Cold in room!	✓✓✓

Open and honest discussions	✓		
Item 16	✓		
Assurance highlight	✓✓		
Safeguarding story complexities	✓		
Website improvement contributions	✓		
Chair's report	✓✓		
Agenda easy to follow	✓✓		
Comfort break	✓✓		
Engagement of Board	✓✓✓		
Case studies	✓✓✓		
Development day agenda	✓✓✓✓ ✓		

There being no further business the meeting closed at 12 noon.

Dates of future meetings at 9.15am – 12 noon

- **Friday 1 December 2017 – Auden Room**
- **Friday 2 March 2018 - Auden Room**
- **Friday 1 June 2018 - Auden Room**
- **Friday 7 September 2018 - Auden Room**
- **Friday 7 December 2018 - Auden Room**

All the above meetings will take place at West Offices, Station Rise, York YO1 6GA.