

Bromley Clinical Commissioning Group

Safeguarding Adults

Annual Report April 2019 to March 2020

Safeguarding Adults Team

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Purpose of report

To provide assurance to the NHS South East London Clinical Commissioning Group (SELCCG) Governing Body and the Bromley

Borough Based Board, that the statutory duties, requirements, and Safeguarding Strategy for safeguarding adults at risk of abuse or neglect were met during 2019/20 in respect of Bromley CCG (BCCG), prior to its merger of the SEL Commissioning alliance to form

SELCCG in April 2020. This report also sets out the local priorities for SELCCG (Bromley) safeguarding adults in 2020-2021.

Introduction

BCCG is committed to ensure that adults, children and young people live free from harm, abuse and neglect addressing concerns in a responsive, effective and proportionate way. The safety and needs of the individual, Making Safeguarding Personal (MSP) is at the centre of our response. The BCCG has a duty to improve the health of the local population, which includes safeguarding and promoting the welfare of children, young people, and adults at risk. BCCG safeguarding children and adult team work together delivering a 'life course' approach consistent with our

Safeguarding Strategy. BCCG ensure that commissioned services have robust safeguarding arrangements in place. To achieve this it is important local services work together to identify people at risk and put in place interventions to help prevent abuse or neglect.

The release of the NHS long term plan, the continued organisational development of the Sustainability & Transformation Partnership (STP)

alliance and the development of an Integrated Care System (ICS) will impact on the strategic direction of the SEL CCG Safeguarding team in Bromley. A new Safeguarding Strategy will be developed to reflect the changes in safeguarding arrangements following the system reform.

London Borough of Bromley

Bromley demographics:¹

¹ Bromley Safeguarding Adults Board Annual Report 2019-2020

- The population of Bromley continues to grow. Currently estimated to be 330,909, the population is predicted to rise to 351,841 in 2027.
- The number of young people aged 0 to 14 is currently 60,935 and 15 to 24 years is 32,573.
- The population of older people in Bromley is increasing; the proportion of older people (65 years and over) is currently 17.7% and is predicted to rise to 19% by 2027
- 19% from a BAME background
- 19% have a mental health diagnosis
- Average age 41.5years, compared with national average of 40.2years, with an estimated 2.39 residents per household
- 49,600+ people estimated live with a long-term illness
- 39,700+ adults aged 18-64 have a mental health diagnosis
- 4,900+ adults aged 18-64 estimated to have a learning disability
- 72.5% of those expected to have dementia are diagnosed

Safeguarding Referrals Received by London Borough of Bromley

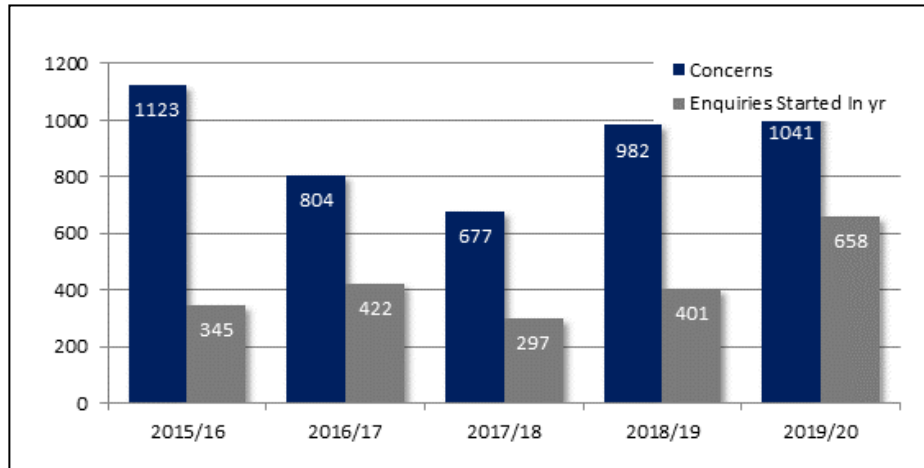
Safeguarding concerns are raised with the London Borough of Bromley Adult Social Care Services through its Adult Early

Intervention Service. The concern is reviewed and risk assessed, and if the concern meets the threshold it will be escalated to a section 42 enquiry under the Care Act 2014. Where a concern does not meet the threshold for enquiry, this will usually be managed by using a different assessment process, for example via care management, health referral or other local support services.

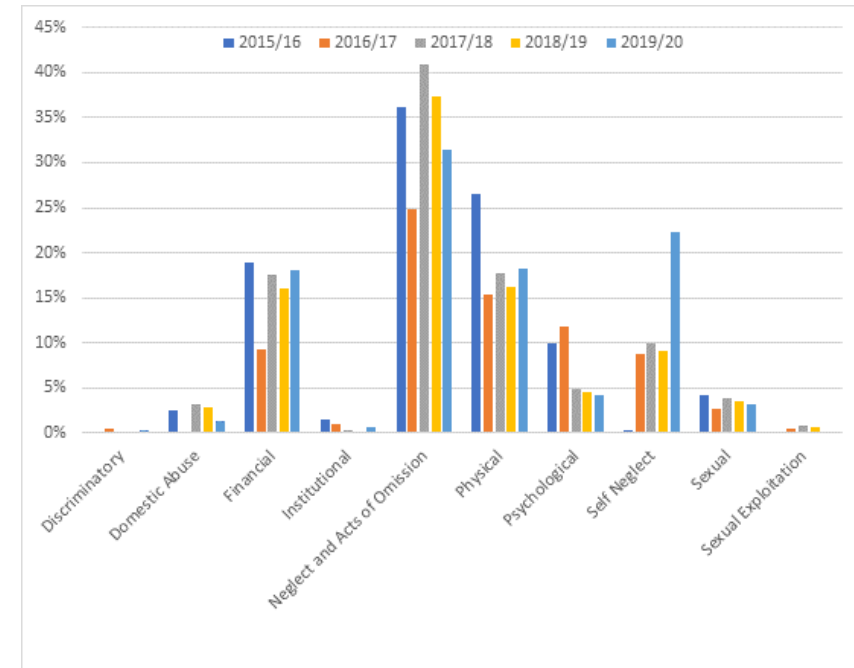
Number of Concerns Raised In Bromley

A total of 1041 concerns were received in 2019/20, of which 658 progressed to a safeguarding enquiry, a conversion rate of 63%. This represents a 6% increase in the number of concerns raised compared with the previous year; 2019/20 also saw the highest proportion of

safeguarding concerns progressing to safeguarding enquiries over the last 5 years, this is thought to be around the wider understanding from professionals in types of concerns that constitute a referral.



increased clarification of the thresholds for referrals, especially in the area of self-neglect.



Abuse factors and outcomes

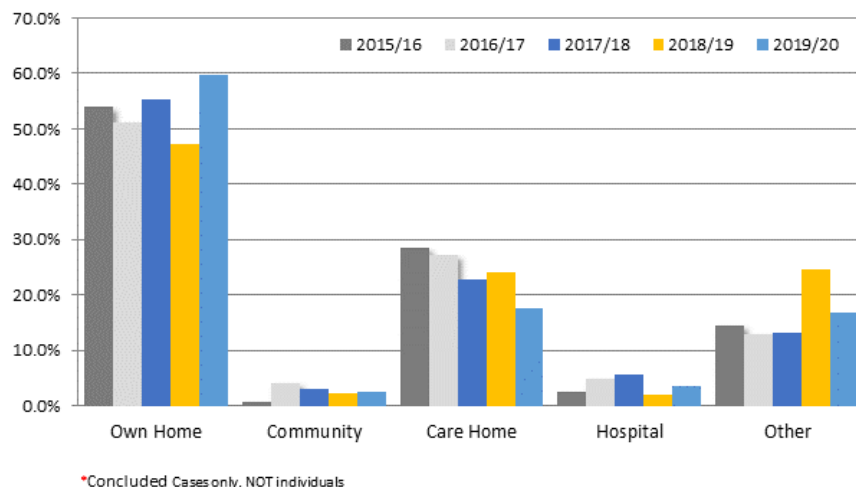
Type: Neglect and acts of omission, followed by physical and financial abuse were the most prevalent abuse types in Bromley in 2019-2020. However, there was a notable increase in the number of self-neglect incidents in comparison to the 2018-2019, this could be due to the

Location: Most safeguarding incidents occurred in the victim’s own home, which has seen an increase in 2019/20. This is followed by incidents in a care home setting.

Outcomes and Making Safeguarding Personal (MSP)

32% of the safeguarding enquiries concluded in 2019/20 had the initial risk removed, 55% had the risk reduced, and 13% the risk remained.

Where a desired outcome was expressed, this was fully or partially met in 95% of enquiries; an increase of 3% from the previous year.



Age, gender, ethnicity and primary support reason:

59% of concerns related to females; 76% to those aged 65 and over. 15% to those of an ethnic minority group (who make up 19% of Bromley’s demographic); the majority (63%) of enquiries involved those of white ethnic origin.

Of the identified or declared health conditions 45% had a long term physical condition, 22% had a mental health condition (including dementia) , 16% had a neurological long term health condition, 11% had a Learning Disability or Autism and 6% had a sensory impairment.

Bromley Safeguarding Adult Board

The Bromley Safeguarding Adults Board (BSAB) is the multi-agency statutory partnership responsible for safeguarding adults at risk in Bromley. As a statutory partner BCCG works closely with all key stakeholders to identify where safeguarding practice can be strengthened and outcomes improved.

The BSAB acts as the key mechanism for agreeing how agencies will work together effectively to safeguard and promote the safety and well-being of adults at risk within the local population.

During this reporting year, BCCG has pro-actively contributed to, and supporting the work of the Bromley Safeguarding Adults Board (BSAB) by: providing oversight, from a Health perspective, of all the functions of the Board through our statutory member status including:

- Membership of all meeting processes.
- Statutory reviews i.e. Safeguarding Adults Reviews (SARs).

The BSAB particularly valued the BCCG contribution to the development of the Development of the new BSAB 3 year [strategy](#).

The BCCG safeguarding team will continue to work to with the board to implement their [priorities for 2020-2021](#).

Summary of Bromley CCG Safeguarding Adult's Key Achievements 2019-20

- Further reviewed and updated the following policies to ensure that we, and the services we commission, are compliant with current legislation and statutory guidance, with regards to safeguarding adults at risk:

- Safeguarding Adults through Commissioning
 - Mental capacity and Deprivation of Liberty Safeguards (MCA and DoLS)
 - Domestic Abuse in the workplace
 - Prevent
 - Safeguarding Supervision
- Formed part of the procurement panel for the development of the new BSAB website.
 - Continued to obtain assurance of safeguarding arrangements within Primary Care and local Healthcare providers are effective.
 - Strengthened safeguarding practice in Primary Care through the BCCG named GP for Safeguarding Adults by:
 - Delivering GP training covering a variety of safeguarding topics including:
 - Prevent (radicalisation)
- Safe Surgeries (an initiative promoting safe registration at GP Surgeries for vulnerable patient groups.)
 - Raising awareness of homelessness and its contributing health factors.
 - Supporting and representing GPs in statutory review processes i.e. SARs and Domestic Homicide Reviews (DHRs).
 - Preparation for the implementation of the new Mental Capacity (Amendment) Act 2019 which was to be enacted by October 2020, by developing a local delivery plan with key partners.
 - Successfully recommissioned for Victim Support to deliver the IRIS programme² (Identification and Referral to Improve Safety increasing the number of GP practices who are IRIS accredited. The number of IRIS accredited Practices in 2019-2020 has increased to 35 practices and 121 referrals were made in to the IRIS service between April 2019 and March 2020
- IRIS accredited training and ongoing support to enable GP practices to identify patients experiencing domestic abuse,

² <https://irisi.org/> for further details on the IRIS programme

and IRIS IDVAs support domestic abuse survivors by providing crisis intervention work.

An IRIS Clinical Lead GP has continued to attend the Bromley Multi Agency Risk Assessment Conference (MARAC) where information is shared relating to the highest risk cases of domestic violence and abuse between different statutory and voluntary sector agencies.

Case Studies

- The BCCG Adult Safeguarding Team worked closely with a local provider safeguarding Lead to assist and advise in the actions required and referral routes in relation to a challenging Modern Day Slavery (MDS) case. The victim was subject to a National Referral Mechanism (NRM) MDS referral which led to them being placed in a safe house with the appropriate

support. Feedback gained indicated a positive outcome for the individual.

The case highlighted education required to professionals in MDS awareness and this case will be used as a case study in the provider, BSAB and local MDS training sessions which has been taking forward into 2020-2021 with the BCCG safeguarding team commissioning specialist MDS training for GP safeguarding leads in the borough.

- Through liaison with the Care Quality Commission (CQC), BCCG Safeguarding team identified a series of quality and safeguarding concerns with a Residential care Home that required escalation to the London Borough of Bromley (LBB) in order for a multi-agency response. These concerns were highlighted at the commencement of the Covid-19 pandemic therefore a virtual provider concerns process with key partners

was instigated to support the Home and ensure minimum standards were maintained.

Safeguarding Adult Reviews (SARs)

A Safeguarding Adult Review (SAR) is a statutory multi-agency review process under the Care Act 2014 which looks to determine what relevant agencies and individuals involved could have done differently that could have prevented harm or a death from taking place. The purpose of a SAR is to promote effective learning and improvement action to prevent future deaths or serious harm occurring again. A SAR is completely separate from any investigation being undertaken by the police or coroner.

Miss A Safeguarding Adult Review

The Bromley Safeguarding Adults Board (BSAB) commissioned a SAR in September 2018 which met the statutory SAR criteria set out in section 44 of the Care Act 2014. The Terms of Reference confirmed that the SAB wanted to explore the complex issues that

practitioners engage with when working with adults who have a combination of serious physical health conditions, significant psychological presentations, and a history of resisting treatment and support. Ms A was assessed as having the mental capacity to make 'unwise decisions' about her care and treatment. The SAB wanted to understand what changes could be made to local systems to improve practice in relation to self-neglect in the future.

The Ms 'A' SAR Action plan was finalised and presented to the BSAB Executive committee in October 2019. There are no actions for Bromley CCG; however there were actions for local health providers which will be monitored by BCCG through provider Safeguarding Committees and relevant Clinical Quality Review Group (CQRG) meetings, as well as by the BSAB Board by the Performance and Quality (PAQ) sub-group.³

The published Ms A SAR Executive Summary can be found [here](#)

A second Bromley SAR has been authorised by the BSAB SAR Committee. This matter centres on the providers concerns process in relation to a care home in Bromley which was also subject to a major Police enquiry. The care home involved has since closed.

³ The decision was taken to not publish the full SAR report at the request of the individual's family.

The terms of reference for this SAR have been agreed and the Named GP for safeguarding adults has provided ongoing support to the GP practice involved in this case, the findings are due to be reported in late 2020.

Domestic Homicide Reviews (DHRs)

A Domestic Homicide Review (DHR) is a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were or had been in an intimate personal relationship, or a member of the same household as themselves. A DHR is held with a view to identifying the lessons to be learnt from the death.

The BCCG Head Nurse Safeguarding adults and the Named GP for Safeguarding adults have formed part of the panel meetings for two DHRs which took place in Bromley during this reporting period. The named GP for safeguarding adults also provided support to the GP practices involved in these cases. Both of these reports are awaiting sign off from the Home Office and have therefore yet to be published.

BCCG Safeguarding Adults team will continue to form part of the safeguarding statutory reviews undertaken across the borough.

The Named GP for Safeguarding Adults

The Named GP for Safeguarding Adults continues to contribute to a number of workstreams; a key area of work includes the participation in the Statutory Review processes, including Domestic Homicide Reviews (DHRs) and Safeguarding Adult Reviews (SARs). The Named GP engages and supports the relevant GP Practices as part of these processes, undertaking the completion of chronologies and Independent Management Reviews (IMRs) as required.

The Named GP represents Primary Care on the borough Self Neglect and Hoarding Panel, acting in an advisory capacity. The panel aims to provide a person-centred, timely and effective multi-agency response to situations where the person referred has been assessed at a significant level of risk as a result of complex self - neglect and/or hoarding issues, ensuring that all relevant agencies work together to provide a co-ordinated and accountable response to the individual.

GP practices across Bromley continue to complete an Enhanced Service agreement with Primary Care enabling the Named GPs for safeguarding adults and children to gain assurance from GP surgery's on their safeguarding practice. The returns are analysed

annually to inform areas where practices require further support and identify the following year's priorities.

The Vulnerable Adults Register has been implemented in surgeries to promote identification of vulnerable adults and has been updated to reflect current Adult Safeguarding themes. The use of the register was a key tool during the closure of a Bromley GP practice, allowing vulnerable patients to be monitored during the transition period this included supporting homeless patients to register with an alternative GP practice.

The Named GP is chair of the London Network for Named GPs in Adult Safeguarding; working collaboratively in training and provide peer support. During the Covid-19 pandemic, there has been engagement with regional safeguarding sub cell in order to provide support and share information relating to Adult Safeguarding to the regional network during this time of national crisis.

Primary Care Safeguarding Training

The Named GP for Safeguarding has delivered training to practice Safeguarding Leads and other staff across primary care within Bromley in various formats, including topic specific sessions on Prevent where the Regional Prevent Lead provided an update and combined with the local representative for the Channel panel.

A Safeguarding Academic Half Day (AHD) was delivered in November 2019 with a focus on Inequalities in Accessing Healthcare. The AHD incorporated two sessions focusing on homelessness and a session on Barriers to Healthcare amongst Looked After Children & Young Adults The feedback from the training was very positive with over 100 GP's in attendance.

Care Home Quality Liaison Nurse

Bromley Borough has 41 care homes (17 Nursing, and 14 Residential and 6 Extra Care Housing (ECH)).

The newly appointed Care Home Quality Liaison Nurse forms part of the wider implementation of an integrated health and care strategy for care homes in Bromley. And contributes to projects aligned with the Care Home Programme Board integrated work streams, providing guidance and assistance in enhancing the care delivered to Bromley's care home population.

The post works in partnership with London Borough of Bromley and Public Health to ensure robust systems, policies and procedures and staff training programs are in place to improve quality, patient safety and workforce development across the care home sector.

Care home engagement has increased considerably following the implementation of this role and some of the key achievements include:

- The introduction of an Activity Coordinator Forum for homes to share good practice and foster the development of relationships.
- The creation of a Bromley Resource Centre Web page which provides a central information and reference point on relevant areas of care for homes to access.

The role also works in partnership with the newly commissioned Bromleag Care Practice which is a specialist GP primary care service for the elderly frail care settings in the borough.

The post forms part of the BCCG Safeguarding team and a key element of this is to lead on any provider concerns processes identified in the borough and also attends the Bromley Safeguarding Adults Board Commissioned Services Intelligence Group (CSIG,) which is a multi-agency forum designed to share information and concerns where a risk of harm and/or poor care has been identified in a Bromley care provider.

Future priorities and workstreams for the Care Home Quality Liaison Nurse include:

- Support care homes in implementation of the Enhanced Health in Care Homes (EHCH) Framework.
- Work with partner agencies on the learning and outcomes for care homes following the Covid-19 pandemic.
- Reviewing local acute hospital and Emergency Department and LAS data to identify key themes to focus learning and outcome to reduce hospital admissions.
- Delivery of training to specific homes where required.
- Developing a care home staff competency framework that will provide an agreed level of role core skills and training required within the care home workforce.

The statutory Safer Bromley Partnership (SBP) was set up to ensure that public sector agencies, voluntary groups and businesses work together with local communities to reduce crime and improve safety. Representation includes those from London Borough of Bromley (LBB) children's services, Community Safety, Trading Standards as well as Mayor's Office for Policing and Crime (MOPAC), Police, London Ambulance Service (LAS) and the Probation Service.

The SBP receives regular updates in relation to areas including Policing, Anti-Social Behavior (ASB), MOPAC and resilience planning; meetings are held in public and minutes published open source.

In conjunction with Public Health, Bromley CCG adult safeguarding staff provides Health representation at the SBP, enabling opportunities to ensure that the wider contextual safeguarding agenda and the specific needs and concerns of vulnerable groups in Bromley are heard.

SEL (Bromley) CCG Safeguarding Priorities for 2020-2021

- To pro-actively explore opportunities to contribute to the development of the adult safeguarding roles and responsibilities within the Integrated Care System (ICS) as it develops across South East London.
- To support the Health needs and safeguarding of patients in all care home settings through the identified priorities of the Care Home Quality Liaison Nurse (see page14)
- To support the vulnerable homeless in Bromley by looking at developing ways through ensuring they have access to Health provision and gaining assurance that Homeless service providers Safeguarding policies and procedures are embedded in their organisations.
- To continue to prioritise the understanding and application of the Mental Capacity Act (MCA) 2005, both in its general application and specifically in relation to safeguarding, across the local Health and Social Care Sector through local partnerships and the BSAB following themes identified through:
 - Learning Disabilities Mortality Reviews (LeDeR)
 - Safeguarding Adults Reviews (SARs)
 - Quality alerts in relation to the acute hospital discharge processes.
- To ensure that health representation is effective and visible through the Domestic Abuse victim/survivor journey.
- To work in conjunction with the Bromley Safeguarding Children Partnership Bromley Safeguarding Adults Board and other partners to improve the Safeguarding Transition arrangements of vulnerable young people into adulthood. This will include making sure there are robust joint working arrangements between children's and adults services,

- In response to the Covid-19 pandemic In March 2020, Safeguarding was identified as a business priority area and we provided Safeguarding support locally and obtained assurance from local Health providers of their Covid-19 business continuity plans in respect of Safeguarding. The impact of Covid-19 has highlighted vulnerabilities nationally and the themes and learning identified will be a key priority.