

Our Adult Safeguarding Improvement Plan

Adult Social Care

Cheshire East Council

October 2017 - 2019

Cheshire East is a fabulous place to live, work and visit and we want to work with all regional and local partners and people who live there to make it even better and sustain that success into the future

We have a fantastic mix of rural and urban environments. However the most important element of Cheshire East is its people and we will strive to make sure we have a Council that serves its diverse community well and delivers value for money. We want to see Cheshire East Council build a national reputation for customer services and partnership working and for our Chief Executive to build a programme that delivers that and makes sure as an organisation we put residents first at all times.

Our Strategic Priorities can be found in our Corporate Plan:

- Our Communities are strong and supportive helping residents to help themselves and each other. Supporting volunteering and minimising antisocial behaviour.
- Cheshire East has a strong and resilient economy encouraging and supporting businesses to create high employment and opportunities for all.
- People have the life skills and education they need in order to thrive supporting residents early to provide a great start in life.
- Cheshire East is a green and sustainable place helping energy saving initiatives and making sure our green spaces make Cheshire East a great place to live.
- **People live well and for longer** safeguarding the vulnerable and providing appropriate care that helps people live well and for longer.
- Cheshire East is a responsible, effective and efficient organisation listening to what people and staff say

About our Adults Safeguarding Improvement Plan

In Cheshire East we want to ensure that our residents live well for longer and feel safe within our communities. The Care Act 2014, introduced a brand new way of identifying and working with Adults at Risk, who may be experiencing abuse and/or neglect, and in Cheshire East we are committed to implementing and improving our services to ensure that individuals are protected from harm

This is our Plan for how Adult Social Care will put the needs of Adults at Risk first and embrace the values of Making Safeguarding Personal.

What is Adult Social Care?

Adult Social Care covers a range of services to help people who have support needs arising from age, learning, physical or sensory disabilities or physical or mental health conditions and those in vulnerable situations stay as independent for as long as possible in their own homes, living within their local community.



What is Adult Safeguarding?

The Care Act 2014 places Adults at Risk at the centre of all decision making, and ensures that their wishes and feelings are taken into account and that their desired goals and outcomes are recognised. Safeguarding is "**protecting an adult's right to live in safety, free from abuse and neglect**" Care and Support Guidance, Chapter 14.

The Care Act defines an adult at risk as someone who:



Each Council has a duty to undertake enquiries for adults at risk who fall into these categories, however they also have discretion to undertake an enquiry based on the information presented to them.

Members of the Service User Sub Group of the Adult Safeguarding Board have designed information to assist both potential victims and practitioners to understand the process and what they can expect to happen. This ensures that Safeguarding is person centred and outcomes focused.

We believe that every adult has the right to be treated with dignity, have their choices respected and live a life free from fear.

Disability, illness or frailty means that many adults over the age of 18 have to rely on other people to help them in their day-to-day living. Sadly, it is because they have to depend on others that they may become vulnerable and at risk of abuse, very often from people they know such as a relative, friend, neighbour or paid carer.

Local efforts to safeguard adults

In Cheshire East we have a Safeguarding Adults Board made up of representatives from the Council, NHS, Police, Probation, Styal Prison, Cheshire Fire and Rescue, Healthwatch, Housing, Service Users and Voluntary Sector organisations. We treat cases of suspected abuse very seriously and all these organisations work closely together, using an overarching policy to make sure that all cases of suspected abuse are investigated fully and that adults at risk are protected from harm.

What is adult abuse?

Adult abuse is when a person is treated in a bad way or in a way that harms, hurts,



exploits them or makes them feel frightened or unhappy. Anyone can be vulnerable to abuse at any time in their lives. Men and women, rich and poor, from any ethnic background can be at risk. Abuse is not always deliberate. It sometimes happens when people are trying to do their best but feel stressed. Or they don't know what to do because of a lack of knowledge, training or understanding. Abuse can take many forms; physical, sexual, domestic violence, psychological, financial, neglect, discriminatory, institutional abuse, hate crime, slavery.

Anyone can abuse someone. This could be someone that a person knows or a stranger. It can be one person or a group of people. Abuse can happen anywhere, in

someone's own home, at work, at a day centre, at college, in hospital, in residential care or nursing homes, at a club or social event. No matter where you are, you shouldn't suffer abuse. If you or someone you know is being abused, there are people you can talk to about it (to do this see the contacts at end of document)



Adults at Risk have told us:

It is the most important thing to believe me, instead of thinking I have made it up

Keep me involved and ask me to help out in any way promise something you can't deliver

Don't make false promises – don't

Never give up on us. If you walk away, the person isn't going to have a very nice life

What are our aims?

1. To stop abuse or neglect wherever possible to adults with care and support needs

2. Prevent harm and reduce the risk of abuse or neglect

3. Safeguard adults in a way that supports them in making choices and having control about how they want to live

4. Promote an approach that concentrates on improving life for the adults concerned

5. Raise public awareness so that

communities as a whole, alongside

professionals, play their part in preventing, identifying and responding to abuse and neglect

6. Provide information and support in

accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being or an adult 7. Address what has caused the abuse

In creating this plan we have considered a range of sources that tell us how Adult Safeguarding Services are performing in Cheshire East. This has included the findings of our Adult Safeguarding Peer Review carried out in May 2017, Making Safeguarding Case file audits, feedback from Partner Agencies, together with views from our Service users and families.



www.ripfa.org.uk

Dartinaton

Safeguarding Adults

Everyone's

responsibility



Within Cheshire East we have staff who are passionate and committed to

Safeguarding Adults at Risk. They have worked in creative and person-centred ways to embrace our new duties under the Care Act, not least working with people to showcase Safeguarding in Action in a SPOKEN WORD YouTube clip, which received national recognition: www.stopadultabuse.org.uk and inclusion Dr Adi Coopers



book: Safeguarding Adults Under the Care Act 2014.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a national initiative for Local Authorities to improve the safeguarding practice experience of people, by promoting a set of six person-centred principles that help orientate and drive practice. This initiative is now enshrined in the Care Act 2014 and is central to personal well-being. Social workers together with other professionals have a legal obligation to promote these principles in their practice.

Since the implementation of the Care Act 2014, social workers, managers and partner agencies have been working in new, creative and diverse ways to ensure a person-centred and outcome focused approach to adult safeguarding. Practitioners have been working in partnership with the Safeguarding Adults Board, and the service user sub group of the Board to put the 'adult at risk' at the heart of safeguarding. Service users have been involved in designing a range of materials to help practitioners, including a guidance toolkit, outcomes poster and booklet. Social workers are utilising their skills to promote positive outcomes for people.

A recent online staff survey was undertaken to ascertain how we were embedding this practice one year on from the Care Act. Overall, 69% of Social Workers felt that

their MSP knowledge was good. The Safeguarding Board is currently undertaking an MSP audit with Partner Agencies to see how well embedded this approach is across Cheshire East. Nationally 91% of Boards reported that MSP had had an impact on Practice.



What we will do

Following on from the findings of the Peer Review, we are going to improve our systems, policies and practices to ensure that we consistently deliver an adult safeguarding service which is person centred and outcomes focused based on the **Six Principles of Adult Safeguarding**.

Empowerment	Adults are encouraged to make their own decisions and are provided with support and information	I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens
Prevention	Strategies are developed to prevent abuse and neglect that promote resilience and self- determination	I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help
Proportionate	A proportionate and least intrusive response is made balanced with the level of risk	I am confident that professionals will work in my interest and only get involved as much as is needed
Protection	Adults are offered ways to protect themselves and there is a co-ordinated response to safeguarding	I am provided with help and support to report abuse, to take part in the safeguarding process to the extent to which I want and to which I am able. I feel part of the safeguarding process. I am allowed to take risks
Partnerships	Local Solutions through services working together within their communities	I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses to my own situation
Accountable	Accountability and transparency in delivering a safeguarding response	I am clear about the roles and responsibilities of all the people involved in the response.

How we will do it

Ensure Safeguarding is the responsibility of all agencies

People are supported in their recovery from abuse or neglect

Peoples wishes are at the centre of a safeguarding enquiry

Whole system approach developed Safeguarding responses are proportionate, transparent and outcomes focused

Emphasis on

prevention and

early

intervention

Safeguarding Improvement Action Plan, what we will do.... UPDATED AUGUST 2018

Partnerships

The Role of the Adult Safeguarding Board is to ensure that both statutory and voluntary organisations are well led and working effectively together. The Board aspires to be an outstanding Board and leader in class. Gaining that recognition will depend on the culture of the Board and how we go about discharging our business. Key to this is effective partnership working where partners hold each other to account in a constructive way and take responsibility for their own organisation's role in safeguarding. We will only be as strong as the sum of our individual efforts. Whilst the Council is the lead agency it is everyone's responsibility to ensure that the Board is effective and becomes outstanding.

What we will do	By when	Who is responsible
Appoint a new Interim Independent Chair to the Adult Safeguarding Board	Sep 2017	Mark Palethorpe, Acting Executive Director for People
Update February 2018 Geoffrey Appleton has been appointed as the Interim Independent Chair. Geoffrey has chaired the Safeguarding Board in Cheshire West for several years and therefore brings many opportunities for not only joint working with CWAC Adult Board but also with the Children's Safeguarding Board		
Review the membership and priorities of the Board. How? By collating information from our Board Development Day, Annual Report and updating the Business Plan for 2017/18	Oct 2017	Independent Safeguarding Chair
Update February 2018 The Safeguarding Board reviewed its priorities in August 2018 and a new Business Plan has been produced.		

• To note Cheshire East Adult Safeguarding Board will be 10 years old in April 2019. This landmark will be recognised and celebrated.		
Extend Board Membership to include representatives from Children's Services	Oct 2017	Independent Safeguarding Chair
How? The Independent Chair will liaise with the Chair of the Children's Board		
Update February 2018		
The Independent Chair has approached the Chair of the Children's Board		
Alignment of Safeguarding, Quality and Commissioning and Regulated Activities	Jan 2018	Independent Safeguarding Chair
How? By redesigning the Board meeting to include Quality and Commissioning issues		
By developing a Multi Agency Risk Dashboard		
By monthly meetings with CQC and partners to share intelligence		
By establishing an Annual Award Event to celebrate Excellent Practice		
Update August 2018		
The Quality Assurance Team now produce monthly Dashboard Reports		

 Monthly Quality Assurance Governance Meetings are now established and CQC are active members of the group. This is an effective forum for sharing information regarding Providers An Annual Award Event is being hosted on 15th November 2018. This will celebrate the outstanding work of individuals or teams working in either Adults or Children's Safeguarding cases. A Care Concern/Threshold Pilot with 10 care providers has been successful and will be rolled out across Cheshire East. Following the publication of the LGA/ADASS Guide on MSP – What Good Looks Like for Commissioners and Providers – the Professional Leads have reviewed the response by CEC 		
Establish firm funding arrangements to support the work of the Board How? Each Statutory Partner will make an annual financial contribution to the Board The Independent Chair and Board Manager will consider/implement national recommendations and guidance re Funding Formulas	Mar 2018	Business Management Group
Update August 2018 The Safeguarding Adults Board has successfully established 12 months funding via the Education and Skills Funding Agency to recruit a Temporary Training Officer.		

Cheshire Police have contributed £10k to the SAB for 2017/18. Health and Social Care Funding comes from the Better Care Fund. It is to be noted that Contributions to the Children's Safeguarding Board are considerably higher.		
Fund a multi- agency trainer to deliver Adult Safeguarding , Mental Capacity and Deprivation of Liberty training to all stakeholders, including Care Providers	Dec 2017	Business Management Group
Update August 2018 Twelve months funding has been provided by the Education and Skills Funding Agency to recruit a Trainer		
Maximise partnership activities within Cheshire East and across the Region	Jan 2018	Independent Safeguarding Adults Board Chairperson/Children's Independent Chair
How? By aligning relevant subgroups		
By developing joint training/campaign opportunities		
By adopting PAN Cheshire Policy and Procedures		
By undertaking joint Frontline visits with the LSCB		
Update February 2018		
Cheshire East continues to work with Partners across the Region to adopt PAN Cheshire Policy and Procedures. For example – the PAN Cheshire Harmful Practice Strategy, the revised PIPOT framework and the Modern Slavery		

Framework

- Joint Frontline Visits will be arranged with Children's Services in March/April 2018
- CEC contributed to the North West Making Safeguarding Personal ADASS Conference in October 2017, attended LGA workshops in London promoting the work of our Service User Subgroup and sharing excellent practice, in addition to promoting the 10 year anniversary of the Mental Capacity Act in October 2017.
- Work is underway to see if any subgroups can be aligned

Prevention

In accordance with the Care Act, Cheshire East Council is committed to the Early Intervention and Prevention approach to Safeguarding. We need to be confident that everyone knows how to spot and report abuse, and that Professionals endorse their Duty of Candour.

What we will do	By when	Who is responsible
Ensure that our websites are up to date, informative with links to all relevant sites including the LIVE WELL site (www.cheshireeast.gov.uk). How? By sending monthly updates to the Digital Service Team	On-going	Sandra Murphy, HoS Adults Safeguarding/Nikki Hughes, Online Services Manager
Update February 2018 The Safeguarding Board Manager and Administrator are responsible for updating the website. Moreover, they use social		

media to promote events and campaigns – ie Dignity Action Day on 1 st Feb 2018		
Promotion of the voice of our service users and the Spoken Word You Tube clip How? By sharing Best Practice/Experience at the NW ADASS Safeguarding Conference (October 17) By sharing with other Adult Safeguarding Boards and measuring the impact	On-going	Independent Safeguarding Adults Board Manager
Update February 2018 The Spoken Word UTUBE clip continues to have a powerful impact. The voice of CEC service users has been captured in Dr Adi Cooper's book about Making Safeguarding Personal and published in September 2017. ADASS and the LGA have referenced the Service User group in their recent Guide on Making Safeguarding Personal – working with Service Users – December 2017		
Cheshire East will work in partnership with other agencies and Boards to raise awareness of types of abuse: How?: By the Safeguarding Board Newsletter By – developing a calendar of events to highlight issues such as Domestic Abuse, Modern Slavery, SCAMS, Dignity in Care, World Mental Health Day, Children's Rights Month, Mental Capacity Day	On-going	Sandra Murphy, Head of Service Adults Safeguarding (HoS Adults Safeguarding) and chair of Prevention Subgroup

Update February 2018		
The Adult Safeguarding Board Newsletter is produced every 5 – 8 weeks and circulated to Board Members and Frontline staff		
A Calendar of Events is being produced by the Prevention Subgroup		
What we will do	By when	Who is responsible
Adults at risk will be informed when a safeguarding concern is to be sent to Adult Safeguarding Services	Dec 2017	Independent Safeguarding Adults Board Chairperson/Sandra Murphy, HoS Adults Safeguarding
How? The Independent Safeguarding Chair will seek assurance from Partners that this practice is being endorsed.		
Update August 2018		
All referrals go to the new First Point of Contact Teams. An automatic response is generated to confirm receipt of a referral. The impact of this is still being monitored via Making Safeguarding		
Personal audits		
Establish compliant Safeguarding Referral Processes into Adult Social Care.	Jan 2018	Sandra Murphy, HoS Adults Safeguarding/Nikki Hughes, Online Services Manager
How? By Developing an Electronic First Account Form		
Update August 2018		
An Electronic First Account is now available and can be accessed via the LIVE WELL Website and the Safeguarding Adults Board		

Website.

Protection

Cheshire East wants to ensure that our workforce is equipped to protect people from harm and that Officers are confident in implementing our statutory duties.

What we will do	By when	Who is responsible
Staff will have access to Policies, Procedures and Guidance to support their work.	From Apr 2017	Jill Broomhall, Director of Adult Social Care Operations (Director ASCO)/Senior Management Team (SMT)
How? All agencies will continue to use the NW Cheshire Adult Safeguarding Policy which brings consistency in practice Staff will have access to timely briefings relating to electronic system changes	From Sept 17	Alison McCudden, Adult Social Care Business Manager
Update February 2018		
All Partner Agencies are using the NW Cheshire Adult Safeguarding Policy		
Cheshire East Business Support Services send regular staff bulletins and briefings in addition to the Liquid Logic Board meetings.		
What we will do		
Staff will have access to regular, high quality supervision	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations
How? By revision of supervision arrangements for all staff including ASYE's		

Update August 2018		
The Principal Social Worker is working with RIPFA to develop a revised supervision policy. This should be available in the Autumn of 2018		
ASYE's continue to be supported by the Professional Leads		
Staff will be able to make the links between the Care Act, Making Safeguarding Personal, Mental Capacity Act, Risk and Well Being	On going	Jill Broomhall, Director of Adult Social Care Operations
How? By accessing Safeguarding Training, including Domestic Abuse and Signs of Safety Training, Court Skills training		
Via regular supervision arrangements which are reflective – above		
Managers and staff to attend established Management meetings and Practitioner Forums		
Update February 2018		
Staff training opportunities are on-going, however courses are publicised by Workforce, via the HOS and Professional Leads and Newsletters.		
Senior Managers, Practice Managers and Frontline Practitioners have access to updated information/presentations at monthly Safeguarding Governance Meetings, Bi-monthly Practice Manager meetings and quarterly Practitioner Forums		
The impact of training will be continued to be monitored via quarterly Making Safeguarding Personal audits		

Staff will be supported to manage High Risk casesHow? A Legal Gateway meeting will be established to discuss High RiskCase including DOLS in a Domestic Setting	Started Aug 2017	Jill Broomhall, Director ASCO/Maureen Hills, Lawyer (Adults)
The Risk Policy will be reviewed by Operational Service Managers	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations
Update August 2018		
Monthly Legal Gateway meetings are now established with referral forms, pathways and decision making tools. This forum is used to triage Community DOLS applications to the Court of Protection.		
The Risk Assessment Tool is being revised and options to adopt a Signs of Safety model in Adult Services		
Promote consistent responses to safeguarding in specialist teams, particularly Community Mental Health Teams	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations
How? By offering opportunities for Staff to access each organisations training, including Root Cause Analysis Training		
By recruiting a permanent Head of Service for Mental Health and Learning Disability Services		
Update February 2018		
A new Head of Service for Mental Health and Learning Disabilities has been appointed and started in February 2018		
There is an opportunity to share practice/training with specialist teams both formally and informally. EG All partners can send a Rep to attend SAR training for Chairs in June 2018. Peer supervision and support is offered by the Professional Lead and Safeguarding Performance		

Officer to Practice Managers. The HOS meets quarterly with Safeguarding Leads working in Health settings.		
Reduce any delay between receipt of referral and commencing an enquiry	Dec 2017	Jill Broomhall, Director of Adult Social Care Operations
How? By monitoring timeliness via Making Safeguarding Audits		
Update August 2018		
Timeliness continues to be monitored via MSP audits and analysed by the Safeguarding Performance Officer		
Upon receipt of a referral, the First Point of Contact Team and DOLS team will send an electronic notification to the referrer to acknowledge receipt and actions.		
What we will do	By when	Who is responsible
To maximise the skills and knowledge of Elected Members within their communities	From July 2017	Sandra Murphy, HoS Adults Safeguarding/ Kate Rose, HoS Children's Safeguarding
How? By offering Safeguarding Training to Elected Members		
Update February 2018		
Four Training sessions for Elected Members has been arranged during 2017/18		
Update 2018		

To promote adult safeguarding to minority groups	Dec 2017	Kirstie Hercules, Principal Manager - Local Area Working
How? Via the Connected Leadership Programme, and links Community		
Safety Partnerships.		
Update February 2018		
Community Partnerships are delivering some Adult and Children's		
training to informal groups. This training format is being overseen by the Learning and Development Sub-group of the SAB.		
Adult Safeguarding joined with Officers from the Fraud and Enforcement Team to deliver training the RBS Bank Staff in February		
2018		

Proportionate Cheshire East will ensure that responses to Adult Safeguarding concerns are timely appropriate and person centred.

What we will do	By when	Who is responsible
To ensure consistent screening and application of Section 42 criteria	On-going	Sandra Murphy, HoS Adults Safeguarding
How? By facilitating a workshop for newly appointed Practice Managers		
By feeding back to Officers following quarterly Safeguarding Audits		
By Collating Making Safeguarding Personal Outcomes to measure whether personal outcomes have been achieved		

Update August 2018 Data submitted to the DOH this year indicates that staff are more confident and consistent in applying Thresholds and commencing S42 Enquires. Practice Managers have benefitted from sharing their experience with each other at the Bi-Monthly Safeguarding Meetings with the HOS. We have also been able to capture Making Safeguarding Personal Outcomes which demonstrates how workers are putting service users at the centre of all Safeguarding Enquiries.		
To reconsider roles and responsibilities of Provider Organisations in responding to low level or quality issues, to ensure a proportionate response How? By revising the reporting and collation of low level safeguarding concerns, initially as a Pilot, prior to full implementation	January 2018	Sandra Murphy, HoS Adults Safeguarding /Nichola Glover-Edge, Director of Commissioning
Update August 2018 The Guidance of reporting low level concerns has been updated A pilot project commenced in Crewe on 1 st February 2018, with 3 Care Home Providers. By June 2018 10 Providers were part of the pilot which has evidenced a 50% reduction in referrals to Frontline Teams and has enabled them to concentrate on complex Safeguarding Enquiries.		

Empowerment

Cheshire East endorses the principles of Choice, Control, Independence and Well Being, adhering to the principles of the Mental Capacity Act:

Presumption of mental capacity	Individuals are supports to make their own decisions	People can make unwise decisions	Anyone lacking mental capacity is supported using Best Interest principles	ast
What we will do		By when	n Who is responsible	
Deprivation of Liber How? By adopting be Authorities	nplement a process to review rty in domestic settings est practice models from other Loc legal Gateway meeting	Dec 2017 al	Jill Broomhall, Director ASCO/Maureen Hills, Lawyer (Ad	lults)
Update February 20 Legal Gateway Mee	18 tings have been established			
Consistent application Safeguarding cases	n of the Mental Capacity Act in	Dec 2017	7 Sandra Murphy, HoS Adult Safeguarding	
Update August 2018 This is being monitore Audits and regular Pe	ed via Making Safeguarding Persc erformance Reports	onal		

Accountability

Cheshire East will continue to improve existing Safeguarding Governance arrangements to ensure that there are links between the Adult at Risk to Senior Management and Partnership Boards.

What we will do	By when	Who is responsible
Appointment of Head of Adult Safeguarding	Sep 2017	Jill Broomhall, Director of Adult Social Care Operations
Update February 2018		
The Head of Adult Safeguarding was appointed in September 2017		
Improve, monitor and improve outcome measures	Nov 2017	Sandra Murphy, HoS Adult Safeguarding
How? By developing a Safeguarding Score Card		
To continue to monitor professional social work practice How? By continuing to undertake quarterly Making Safeguarding Personal Audits By regular performance reports shared with the Senior Managers at monthly safeguarding governance meetings By improving feedback to First Alerters	Sep 2017	Sandra Murphy, HoS Adults Safeguarding /SMT

Update August 2018		
Making Safeguarding Personal Audits are undertaken quarterly by 32 Auditors		
Performance Reports are shared at Safeguarding Governance Meetings		
Adult Safeguarding Performance is evidenced in the Dashboard framework		
• Feedback to First Alerters will be monitored by the MSP audit process and via informal feedback from Partner Agencies. This should improve once the Care Concern process and Threshold guidance is fully implemented with Care Home Providers		
To monitor Provider Compliance and Performance	Oct 2017	Nichola Glover -Edge, Director of Commissioning
How? By establishing a Quality Assurance Dashboard Reporting to DMT		
By monthly information sharing meetings with the Council, NHS, CQC, NWAS, Trading Standards,		
By linking with the Quality Surveillance Group		
Update August 2018		
The QA team are producing regular Dashboard reports to		

DMT		
Cheshire East are represented and share information at the Regional Surveillance Groups		
More work is required to link with specialist agencies including NWAS, Fire and Rescue Services to share and triangulate safeguarding information.		
What we will do	By when	Who is responsible
For each Social Work/Patch Team to establish dedicated safeguarding links to the HoS and with Providers	Nov 2017	Sandra Murphy, HoS Adult Safeguading/ Nichola Glover-Edge, Director of Commissioning
How? By identifying Team Safeguarding Champions		
Named Social Workers to link with Named QA Officers for specific Providers		
Update February 2018		
Each new team now has a Safeguarding Rep/Champion		
Locality Managers have identified named social workers to link with QA Officers and work with specific care home providers		
To improve knowledge of Providers regarding safeguarding/criminal investigations	Dec 2017	Sandra Murphy, HoS Adults Safeguarding /and Commissioning Manager
How? By facilitating 2 workshops in October/November 17		
By providing workshop information packs to support		

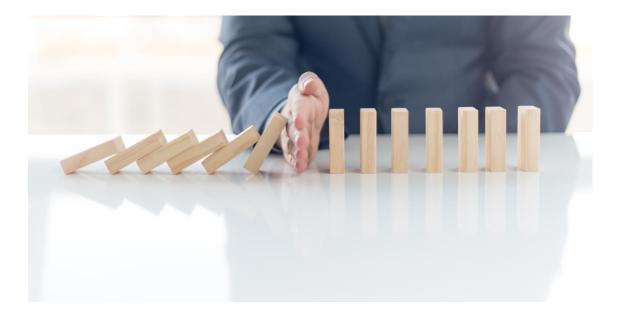
knowledge		
Update February 2018 Workshops with Providers were held in October and November 2017 and facilitated by Frontline social workers, Cheshire Police and CQC. The objective was to ensure Providers know how to preserve evidence, their reporting responsibilities and how to trigger the Herbert Protocol. Over 150 staff attended the workshops.		
To improve communication between Commissioning and Operational Staff How? Appointment of new QA/Contracts Manager Workshop to establish roles/responsibilities/pathways Monthly meetings with QA Manager and HoS Safeguarding	Jan 2018	Nichola Glover- Edge, Director of Commissioning
 Update August 2018 A new HOS for QA has been appointed together with a Senior QA and Contracts Manager Regular meetings are now established with the HOS for Safeguarding A pathway for recording Organisational/Large Scale Enquiries is being completed. 		

Safeguarding reports to be presented to Overview and	On-going	Jill Broomhall, Director ASCO/Linda Couchman, Interim
Scrutiny, Health and Well-Being Boards		Director of Adult Social Care and Health

How will we know that we have made a difference?

Evaluating how well we did for adults at risk, staff and partners

Through:	Measuring results by:
Quarterly MSP case audits via supervision	 Adults at risk - MSP outcomes achieved Staff - Supervision Partners - Safeguarding leads
Multi agency audits	 Adults at risk - compliments and complaints Staff - via Safegrading team Partners - meetings
Annual Reports	 Adults at risk - quality assurance questionnaires /provider audits Staff - manager meetings Partners - via Safeguarding Board
MSP self assessment	 Adults at risk - via Healthwatch Staff - via practioner forums Partners - via provider forums
ADASS risk assessment	 Aults at risk - via DoLs assessment process Staff - via Safeguarding governance meetings Partners - via reflective review



Stop Adult Abuse By Service User Sub-group CESAB*

You call me names You think I'm different You pretend to be my mate But your actions scream of hate Help is near just share your fear Stop adult abuse You think it's funny to take my money You think it's cute to give me the boot 'n' touch me there like I don't care You think it's cool to make me look a fool Help is near just share your fear Stop adult abuse You make me work all day without any pay You lock me away for strangers to play You give me a bruise and say I'm no use You tell me you love me til you beat me Help is near just share your fear Stop adult abuse **Took my purse** Slapped me down Locked me in **Kicked** me round Feelings hidden who are you kidding... That was my life until I spoke up Feeling relieved that I was believed Free from hell and now I'm well stopped adult abuse

*CESAB - Cheshire East Safeguarding Adults Board

Your thoughts matter

If you have any thoughts or views on the **Cheshire East Safeguarding Improvement Plan,** or would like to know how well we are progressing, please contact **Sandra Murphy, Head of Adult Safeguarding**:

Email: Sandra.murphy@cheshireeast.gov.uk



Contacting Us

How to report Safeguarding concerns

If you are worried about yourself or someone else, please do not ignore it. Listen carefully and make a note. Then phone us on:

0300 123 5010 (8:30am to 5pm Monday to Thursday and 8:30 am to 4:30pm Friday)

0300 123 5022 (at all other times including bank holidays)

If you are in doubt about whether it is abuse or not - please call.

If you are at immediate risk of harm **contact the emergency services by ringing 999**, or if it is not an emergency, call 101.

If you have a hearing or speech impairment you can use the national telephone relay service, just dial **18001** before the number or **18000** in an emergency. If you feel unable to give information about yourself you can report abuse anonymously. All calls will be treated with respect and in confidence.

Contacting your local adult social care team

During normal office hours you can contact the team in your area by calling: **0300 123 5010**

You can also write to Adult Social Care or visit our offices at:

- Congleton Ground Floor, Westfields, Middlewich Road, Sandbach, CW11 1HZ
- Crewe 2nd Floor Delamere House, Delamere Street, Crewe, CW1 2LL
- Macclesfield –Macclesfield Town Hall Market Place, Macclesfield, SK10 1EA
 Wilmslow 1st Floor Dean Row Centre, Ringstead Drive, Wilmslow, SK9 2HA

Emergency Out of Hours Social Care

Phone **0300 123 5022** for emergency social services (for both Adults and Children) outside normal office hours.

The emergency out of hours service operates between 17:00 and 08:30, and 24 hours at the weekends and bank holidays.

For information about adult social care and finding services

You can find information about getting help from adult social care and services available by visiting our website at http://www.cheshireeast.gov.uk/social_care_and_health.aspx

Here you will find information and factsheets about getting help. You can also search our directory of care services.

How to make a complaint or compliment	To find out about and get involved in shaping our services
The Complaints Manager can be contacted by telephone on 0300 123 5038 by completing the form on the Cheshire East website: Link: <u>http://www.cheshireeast.gov.uk/council</u> and democracy/customer services/complai nts_and_feedback/complaints_and_feedbac k.aspx You can also write to us at: Compliance & Customer Relations Team Cheshire East Council Westfields - 1st Floor c/o Municipal Building Earle Street Crewe CW1 2BJ	Please visit our website for information on current and forthcoming consultations at http://www.cheshireeast.gov.uk/council_and _democracy/council_information/consultations.aspx You can also contact Healthwatch Cheshire East, an independent organisation that exists to use the experiences and feedback of the public to help improve health and social care services. Web: http://healthwatchcheshireeast.co.uk/ Phone: 03300 882 843 Online form: http://healthwatchcheshireeast.co.uk/your-
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