



Suffolk
Safeguarding Adults Board

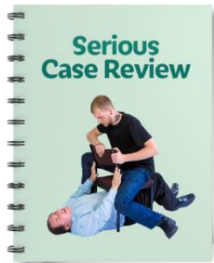
Safeguarding Adults Review

Response Review & Action Plan
Easy-Read version



October 2015

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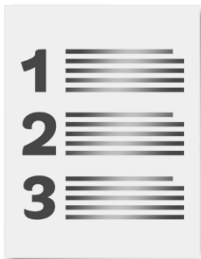
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What can be learned and what can be done to stop similar things happening again.



This document uses **blue words**. If a word or phrase is difficult it is **written in blue** and explained in more detail at the end of the document.

Bold Blue Regular Blue

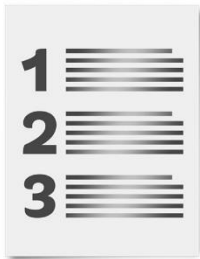
The first time the word or words are written it will be in **bold Blue text**. If it is repeated it will be in **regular Blue text**.

Background



In 2013 The Suffolk **Safeguarding Adults Board commissioned a Serious Case Review** relating to two customers with learning disabilities and complex needs in Suffolk.

Recommendations



The reports were published on Monday 19th October. The report includes recommendations for all of the agencies who were involved with the customers, to make sure lessons are learnt that stop similar things happening in the future.



All of the organisations involved, and all who can learn from the reports have made a promise to make the improvements that are recommended.



A start has already been made to the recommendations and many improvements have been put in place to make sure that people are safe and receive the care and support that they need.

Background



All those involved in someone's care are committed to working together in a joined up way to make this happen.



The work is overseen by both the [Suffolk Safeguarding Adults Board](#) and the Suffolk Learning Disability Partnership.



If you have concerns about your own care and support or about a loved one please contact:



Adults and Children's Services - Customer First on **0808 800 4005**

(A recorded message will give you a number of options, please choose Option **4** for Adult Services).



If you have concerns and would like to talk to someone please contact:



Ace Anglia
01449 678088

or



Suffolk Family Carers
01473 835477

Purpose



The aim is to make sure there is a jointly owned Health and social care action plan that will start changes.



These changes will be written into the plan for the [Joint Learning Disability Strategy](#) for Suffolk.



There is an urgency to ensuring that learning from the [Serious Case Review](#) must make us work in new and better ways.



This will be in both Health and Adult Social Care services for customers and patients with a learning disability.

Objectives

Recommendations



To develop and deliver solutions in response to the [Serious Case Review](#) recommendations, making it clear which organisation has to do what so that improvements are made.



To make sure that all solutions are delivered within a reasonable time frame.



To make sure that any associated risks are thought about at the start of the process and regularly reviewed.

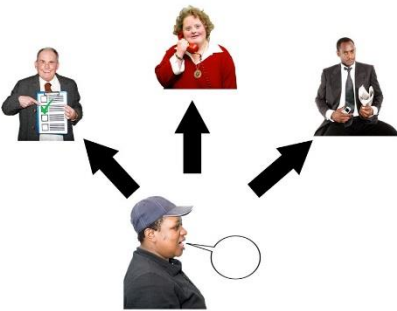


To make sure that the process is as inclusive as possible, with other people being invited to contribute as and when they are needed.

Objectives



To regularly check the delivery of agreed solutions to make sure they are effective.



To make sure that there is good communication regarding the work of the group to relevant people.



To encourage organisations to tell staff working with people good information.

1

Recommendation 1



The [Safeguarding Adults Board](#) is assured by [Suffolk County Council](#) and the [Clinical Commissioning Groups](#) that all adults over 18 with learning disabilities and complex support needs have a named [care co-ordinator](#).



People's health and social care needs are reviewed at least once a year.



These reviews should always think about whether an assessment for continuing health care is needed.

2

Recommendation 2



The **Safeguarding Adults Board** is assured that named **care coordinators** work in ways that:



Recognises the value of people sharing ideas and professional skills.



Encourages working together.



Especially with people's families or representatives.

3

Recommendation 3



The [Safeguarding Adults Board](#) is assured that care coordination is supported by record keeping and information sharing.



Sharing between professionals and services.



It is also important people's families or representatives are regularly talked to.

4 Recommendation 4



The [Safeguarding Adults Board](#) is assured that the [Clinical Commissioning Groups](#) commission a service from all service providers that includes:



The support of people with learning disabilities who have additional complex support needs, including health care needs.



Providing expert advice to services such as supported living, district nursing and primary care to address the disadvantaged health status of people with learning disabilities.

5

Recommendation 5



The [Safeguarding Adults Board](#) is assured that safeguarding policies do not take the place of the duty of care of health and social care professionals.



Health & Social care professionals must also be responsible to assess and review the needs of people with complex support needs.

6 Recommendation 6



The [Safeguarding Adults Board](#) are assured by service providers that their training around the **Mental Capacity Act** are up to date around day to day decision making.



These decisions could be around what people eat, as well as around **invasive** treatments such as anal stretching, including how decisions are recorded.

Health Assessment



Professionals should also think about when someone should have an assessment by a doctor.

7

Recommendation 7



The Safeguarding Adults Board should promote a policy which encourages and supports **Primary Care** access to equipment which can weigh all patients.



This includes people with wheelchairs or those with any other disability.

8

Recommendation 8



The [Safeguarding Adults Board](#) is assured that [Suffolk County Council's](#) Adult Social Care's [commissioned](#) services which are providing care to people with complex support needs have clear access arrangements with NHS providers such as [Community Learning Disability Teams](#).



This means that people with complex needs have better access to health care services.

9

Recommendation 9

The [Safeguarding Adults Board](#) is assured that:



NHS England



Suffolk County Council



GP Surgery

and

GP's



NHS Clinical Commissioning Group

Clinical Commissioning Groups from across Suffolk



work together to identify and agree changes in roles and responsibilities across the health and social care services.



These should be thought about if there are changes to a contract or people change provider.

10 Recommendation 10



The [Safeguarding Adults Board](#) is assured that health and social care [commissioners](#) have systems in place that ensure that contracts with providers address individual transfers.



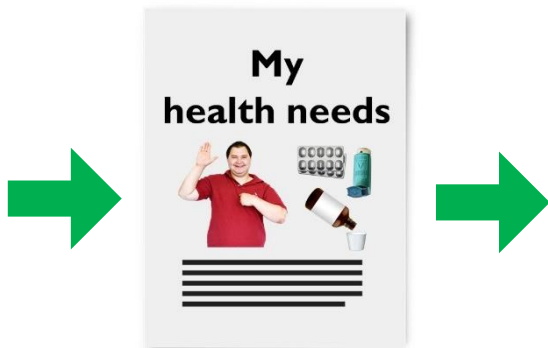
If an adult moves

or



Changes to a new provider

There must also be:



A handover of documents that are about people's health care needs



A talk to make sure that people's support needs are fully understood

11

Recommendation 11

My Health Action Plan

My Name: _____ GPs: _____
My address: _____
GP's Name: _____ Address: _____
Key Supporting Person: _____ Date Completed: _____
Medication: _____ Dose: _____ Frequency: _____
Known side effects: _____ Known allergies: _____
Date Medication Reviewed: _____ Reviewed by: _____

The [Safeguarding Adults Board](#) will work with health and partner agencies to review and improve the use of **Health Action Plans**.

12

Recommendation 12



The [Safeguarding Adults Board](#) is assured that health and social care [commissioners](#) encourage support staff to:

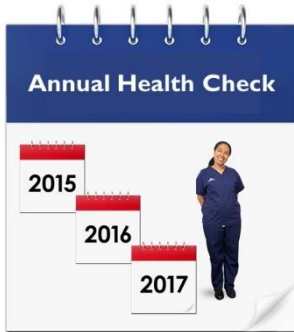


Measure and record the waist and hips of adults most particularly those who are known to experience constipation and or are prescribed certain medication.

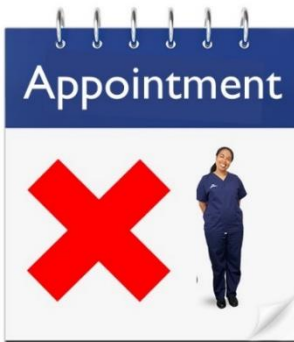


To raise any changes or other concerns about weight or weight distribution during health checks.

13 Recommendation 13



The [Safeguarding Adults Board](#) engages with [NHS England](#) to develop and promote guidance for primary care services about annual health checks for people with learning disabilities.



This will include follow up if someone misses an appointment.



People being given more time, or a longer explanation about **procedures** if they need it.



Improved guidance on [Mental Capacity](#) in relation to **consent** to [invasive](#) procedures.

14 Recommendation 14



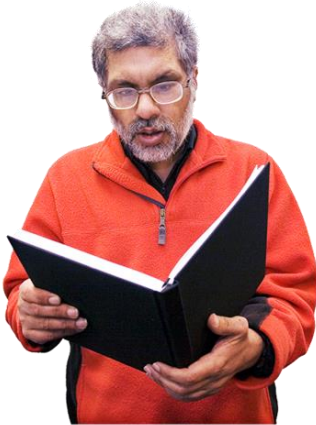
The [Safeguarding Adults Board](#) seeks confirmation from partner agencies of the actions they have taken to address the issues raised.



The Safeguarding Adults Board also wants to know how the actions will change the way we work in the future.

15

Recommendation 15



The [Safeguarding Adults Board](#) promotes the learning from James and Amy's circumstances.

*Please note that these are not the real names of the people involved. They have been changed to protect their privacy.



They will do this by making sure that the reviews are used as a way to make health and social care better in Suffolk, and to involve people and family more.

Glossary

Safeguarding Adults Board

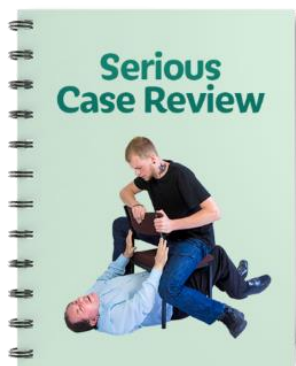


The Suffolk Safeguarding Adults Board, or sometimes called the SAB is a partnership involving lots of different agencies that promotes the development of adult safeguarding work in Suffolk.



Commission

To choose someone to do a special piece of work, or to ask for a special piece of work from someone.



Serious Case Review

Serious case reviews, or sometimes called SCRs are carried out by local safeguarding boards for every case where abuse or neglect is known or suspected.

Glossary



Joint Learning Disability Strategy

The plan for the next 5 years (2015 – 2020) giving a clear vision on how we will work together to make people’s lives better.

Suffolk County Council

Suffolk County Council is the administrative authority for the county of Suffolk, England. It is run by 75 elected county councillors representing 63 divisions. It is a member of the East of England Local Government Association.



Clinical Commissioning Group

Clinical commissioning groups, sometimes called CCGs are NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in England.

Glossary



Care co-ordinator

A care coordinator job is often the single most important role involved in the care of any individual patient. Supervising care by bringing together the different specialists whose help the patient may need.



Mental Capacity Act

The Mental Capacity Act 2005 is a law that protects and supports people who do not have the ability to make decisions for themselves. This could be due to a learning disability, or a mental health problem or condition such as dementia.

Invasive

In surgery it means the introduction of instruments or other objects into the body or body cavities.



Glossary



Primary Care

Health care provided in the community for people making an first approach to a doctor or nurse or a clinic for advice or treatment.

Community Learning Disability Teams



A team to help improve and maintain the health of people with learning disabilities. They provide expert advice and practice in areas such as behavioural difficulties; mental health assessments, interventions and monitoring prescribed medication.

NHS England



NHS England leads the National Health Service (NHS) in England. They set the priorities and direction of the NHS and encourage and inform the national debate to improve health and care.

Glossary

The form is titled "My Health Action Plan" and includes the following sections:

- Personal Information:** My Name, My address, Job, Tel.
- GP Information:** GP Name, Address, Tel.
- Communication:** How I communicate, Key Supporting Person, Date Completed.
- Medication:** Medication, Dosage, Frequency.
- Side Effects:** Known side effects, Known allergies.
- Review:** Date Medication Reviewed, Reviewed by.

Health Action Plans

A Health Action Plan is something the Government said that people with a learning disability should have. It is an accessible plan that belongs to the person that says: What things they are doing to keep fit and well.



Procedures

A medical procedure is a course of action to make someone better who has had health problems.



Consent

When a person says it's OK for something to happen or an agreement to do something.