Working in partnership with local people and

**NHS**

**Enfield Clinical Commissioning Group**

Royal Free London NHS Foundation Trust

North Middlesex University Hospital NHS Trust

Barnet, Enfield and Haringey Mental Health NHS Trust

London Ambulance Service NHS Trust

CQC

Enfield ageUK

METROPOLITAN POLICE

LFB

over 50s forum

People with Learning Difficulties
Introduction

Safeguarding adults is about preventing the abuse of some of the most vulnerable people in Enfield. It is about ensuring adults at risk are supported, their dignity is respected and they can live free from harm and abuse. We believe that everyone who works, lives and visits Enfield can contribute towards making the borough a safer place.

Our aims are that we work with local people and our partners to:

- **stop abuse** or neglect wherever possible;
- **prevent** harm and **reduce the risk** of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making **choices and having control about how they want to live**;
- promote an approach that concentrates on **improving life** for the adults concerned;
- **raise public awareness** so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in **accessible** ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- **address** what has caused the abuse or neglect.

The Safeguarding Adults Board published their first strategy in 2009. This was followed by our second strategy in 2012-2015, to which we set ourselves many tasks to be accomplished which were achieved. From February to April 2015 we consulted on the views for our next three year strategy for 2015-2018.

The results from this consultation has informed the Safeguarding Adults Board future action plan, ensuring that actions are developed that take into consideration the needs of residents in Enfield.
Background Information

We asked people for their views on the draft Safeguarding Adults Board strategy through our online form and partners on the Board. We then produced a questionnaire which was sent to carers, many day centres, supported accommodation and voluntary groups who support those who use services. We also went to some groups to talk about the strategy, such as the Physical Disability Partnership Board and to Healthwatch.

In total we had 113 individual responses to a questionnaire, 8 responses on the whole strategy document, and 16 individuals responded through group presentations and discussions. We also took the consultation to the Health and Wellbeing Board.

Out of the 113 who responded to the questionnaire:

- 50% identified themselves as a carer, 15% considered themselves to be carers and service users, and 8% considered themselves to be service users. The remaining respondents were local residents, carers who were also employed and individuals employed in health and adult social care or other occupations.
- 58% were able to suggest actions which could be taken to meet the Safeguarding Adults Board’s aims.
- Of those who chose to respond as to their gender, 41 of the respondents were male, 63 were female and 2 were transgendered.
- 58% felt their day to day activities were limited a lot or a little because of a health problem or disability.

How has the information helped us shape what we do in the future?

The response from the consultation has informed the strategy and its action plan. This will directly impact on the actions we take to prevent and respond to the abuse of adults at risk.

The two areas that people felt fit most in safeguarding adults was financial abuse and abuse in care settings. When we asked people about the aims of the Board that was most important to them the answer was preventing abuse followed by keeping people safe in a way that improves health and wellbeing.

Some of the points raised by respondents were:

- Quite a few respondents wanted more publicity and suggested a single point to report abuse.
  “everyone needs to be made aware of what abuse is and where the boundaries of acceptable behaviour lies. Many who have lived in abusive environments don’t really realise what abuse is and will deny that it’s happening…”
- Use of technology to help detect abuse and keep a person safe if harm is occurring
- Keep contact with people at risk and not just during times of difficulty
- Ensure Dignity in Care and that we work to prevent issues such as dehydration
  “no patient on any hospital ward should ever die, or even suffer, from dehydration or malnutrition…the common factor in all these scenarios is that they involve basic care and not high-tech medical nursing.”
- All departments should cooperate and share information with each other
- More prevention – to listen to what people want
How are we responding to these points?

The Safeguarding Adults Board will publish the Safeguarding Adults Strategy and the action plan for the coming three years 2015-2018.

We have reviewed all of the responses from the consultation and identified key actions we will take, including:

- A very clear emphasis on prevention, both in our strategy document and our action plan
- We have set ourselves actions to facilitate interventions which prevent dehydration, particularly for those receiving care in the community and care homes
- A number of people wanted a single number to report abuse. The Enfield Adult Abuse Line (tel: 020 8379 5212) already exists but clearly we need to do more to publicise this contact point
- We want to share information to support an adult at risk to receive a quick response and work with them. We have set up a Multi Agency Safeguarding Hub to help with the sharing of information and will work to support this develop over the coming year.

The full published strategy will be available in June 2015.

Are you or a person you know at risk of or experiencing abuse? Please do not keep silent. Please ring the Enfield Adult Abuse Line where you will be listened to and your concerns taken seriously. Telephone: 020 8379 5212
This report can be downloaded from the Enfield Council website www.enfield.gov.uk