

STRICTLY CONFIDENTIAL

Notes Of AWP Safeguarding Meeting

Date: 12 February 2013

Time: 15.30 – 17.00

Venue: Tudor Room, Shurnhold, Melksham

Present:

██████████, NHS Wiltshire
Heather Alleyne, Safeguarding Manager, Wiltshire Council
██████████
Chrissy Morris, Minute Taker, SAMCAT

Apologies:

James Cawley, Wiltshire Council
George O'Neill, Wiltshire Council
██████████, NHS Wiltshire
██████████, South West Strategic Health Authority
██████████, South West Strategic Health Authority

██████████ began by saying that although several people were unable to attend due to sickness and holidays she felt it was important for the meeting to go ahead so that the recommendations of the independent investigation report into the AWP safeguarding issues (the Sutherland Report August 2012) could be reviewed and signed off, where possible, before the handover to Wiltshire CCG on 1 April 2013.

██████████ drafted a final letter sent by ██████ as Steering Group Chair In November 2012 to James Cawley (JC) providing a response to the safeguarding issues raised at the ESM chaired by JC in early 2012. A copy of this letter was not to hand as JC was not present

At the ESM in April 2012 there had been 2 specific cases discussed. Which had been reviewed and satisfactorily resolved within 48-72 hours. The main subject of the ESM was in response to concerns raised by Wiltshire Council Social workers working in AWP CMHT's that staff had not been keeping accurate records, or may have falsified entries and this was found to be justified.

██████████) advised that on detailed internal investigation it was found that staff were not clear how to use the RIO system properly which had caused discrepancies on who had been signing off clients and who had proper permission to enter the RiO system although all the information required to audit the proper use of records was available on the system. There had also been an abnormal number of cases in North Wiltshire that had been opened and then closed before week 4 and then reopened as week 1 again to enable statistics to show that targets were being achieved. It had been agreed this was a falsification.

There had been 3 main issues:

- The culture of the organization;
- Wiltshire Council having no confidence in AWP to manage services;
- The 4 week wait issues.

■■■ said it was important to ensure that there were no outstanding safeguarding issues. ■■■ advised that all client records had been audited and nothing obvious had been found. Heather Alleyne (HA) advised that some learning had come from the ESM and the further investigation of the concerns raised, by Wiltshire Council had led to robust handling of Alerts. All AWP safeguarding alerts are now being triaged by the SAMCAT Team and it was clear that the number of alerts is increasing. This was positive as it indicated a deeper understanding of safeguarding process. It did suggest that previously concerns raised may have gone down the CPA route and not have resulted in a safeguarding investigation which would have been more appropriate. Team managers and senior SW's in the MHT's are now taking the role of investigating manager with support and advice from SAMCAT. HA advised that she was not aware that there had been any individual safeguarding investigations as a result of findings from the large scale investigation.

■■■ confirmed that there had not been any safeguarding issues substantiated regarding the 21 clients referred to at the ESM and all the relevant social workers had been interviewed. ■■■ said she would get a copy of the letter sent to James Cawley detailing this, and requesting a response confirming that the matter could now be closed..

The independent report was then reviewed and ■■■ referred those present to the detail contained in sections of the Final Report of the Independent Investigation Team led by ■■■

Page 15 - ■■■ asked HW to write a closing letter to her confirming the bullet points with a copy to JC.

Section 6. Recommendations

■■■ said there were several items to be closed as completed. Key themes arising from the recommendations were noted as:

- The importance of engaging consultants at clinical level;
- A commitment to re-establish proper joint commissioning;
- There will be a new relationship between AWP, the CCG and Wiltshire Council HW advised that the new Chief Executive at AWP, ■■■ has made many changes to create over overarching improvement plan to ensure improvement in services and engagement between commissioners and providers at locality/ local level

Item 6.1 This work has commenced and will form part of the clinical commissioners engagement and work programme with both Wiltshire Council and AWP during the next 12 months

Item 6.2 There has been a change of board members within AWP, structures have also been changed and the management of clinical services are now more locally based and focussed.

Service provision and organisation is under review and there have been early discussions with Wiltshire Council who are more comfortable now. HA commented that we need to be assured on a continuing basis as there will always be challenges.

■■■ said that even if WC and AWP were to 'reintegrate' in future, AWP do not feel it would be appropriate to take the management of safeguarding back without reviewing the delineation of responsibilities. There will be discussion in the future about this.

Item 6.3 A lot of work is being done to create a reversal of focus.

Item 6.4 What are the KPIs? ■■■ commented that GPs have been reviewing the initial phase. There needs to be an on-going conversation and meaningful indicators created.

recent Quality Score Card may need to be reviewed although the value of this initial work was recognised. This item to be carried forward with to discuss with Wiltshire Council. to write a letter to with copies to , GO, Maggie Rae, and

Item 6.5 Completed

Item 6.6 Agreed. The primary care liaison teams and the Hospital Liaison teams now have mobile technology so they can keep input up to date.

Item 6.7 Agreed with GO. confirmed that it is possible to see who has input details onto RIO. There are still concerns that RIO and Carefirst cannot speak to each other. Mark Edwards at Wiltshire Council is working on this. HA commented that it is important for triage to be able to see RIO records.

Item 6.8 HA could not answer this point. The Head of Service lead is either Shirley Auburn or GO. The letter to JC refers to this issue. will add this point to her letter to

Item 6.9 advised this is being done. An advert goes out next week but the appointment will not be at director level. SHA have agreed a Head of Social Work Profession for the whole of AWP. It is hoped this will be a joint appointment with one of the local authorities, hopefully Wiltshire.

Item 6.10 to discuss with GO before writing to JC, HA to arrange.

Item 6.11 This Audit which was carried out under the guidance of the lead commissioner but needs to be completed by Wiltshire. It has been reported to and the steering group) All PCTs said they would audit. to speak to HW

The group believed that although a number of people were unable to attend this meeting there was agreement that once additional connections and evidence is exchanged as discussed the alert can be closed. The Group noted the comments of the Independent reviewers that;

'The (independent investigation) review did not find that individual service users had been placed in any direct risk that would be likely to meet the threshold for triggering the multi-agency safeguarding procedures. A safeguarding referral made under the multi-agency safeguarding policy applies where vulnerable adults experience abuse or neglect usually by a perpetrator in a position of power, trust or authority over that individual which results in significant harm. Whilst service users in Avon and Wiltshire Mental Health Partnership NHS Trust meet the definition for vulnerable adults, from the interviews we undertook there was no evidence that service users did experience significant harm (although there was potential for this) and those responsible for falsifying records were not intending to exploit the vulnerability of service users, no abuse occurred and therefore the threshold for triggering the multi-agency policy is not met. However, there was the potential for risk to service users in a number of ways'

It is acknowledged that there is some on-going work regarding safeguarding and lessons have been learned. The majority of the work is completed and evidenced. However there remains some medium to long term work to be done regarding joint commissioning services and risk management of linking information systems.

It was noted that recommendation 6.4 is on-going and that 6.4, 6.8 and 6.10 are to be handed over the CCG, AWP and WC

ACTION POINTS

1. [redacted] to provide a copy of her letter drafted by [redacted] to James Cawley.
2. [redacted] to speak to GO before writing to JC, HA to arrange.
3. [redacted] to write a closing letter to [redacted] confirming the bullet points with a copy to JC.
4. [redacted] to write a letter to [redacted] with copies to [redacted], GO, Maggie Rae, [redacted] ref continuing work required on actions 6.4 and 6.8.
5. [redacted] to speak to [redacted] re 6.1