



# Ealing Safeguarding Adult Board

## Annual Report

2022 - 2023



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# 1. Glossary of Terms

- ADASS**      **Association Directors of Adult Social Services**  
The Association of Directors of Adult Social Services. A membership charity and leading independent voice of Adult Social Care.
- DoLS**      **Deprivation of Liberty Safeguards**  
The DoLS procedure is designed to protect your rights if the care or treatment you receive in a hospital or care home means you are, or may become, deprived of your liberty, and you lack mental capacity to consent to those arrangements.
- ESAB**      **Ealing Safeguarding Adult Board**  
The purpose of ESAB is to help and protect adults in its area from abuse and neglect through co-ordinating and reviewing a multi-agency approach across all member organisations.
- SAB**      **Safeguarding Adult Board**  
The overarching purpose of an SAB is to help safeguard adults with care and support needs.
- SAR**      **Safeguarding Adult Reviews**  
A Safeguarding Adults Review takes place an adult who has needs for care and support has experienced abuse or neglect and agencies could have worked better together to protect them.

## 2. Introduction and Welcome from the Chair

As the Independent Chair of the Ealing's Adult Safeguarding Board, I would like to thank you for your interest in safeguarding our communities in Ealing. I hope this annual report of the Board serves its purpose of bringing to life the work and efforts of all our services in protecting the lives of vulnerable adults in Ealing.

I joined the partnership in June of this year. This report details the work from April 2022 to April 2023. At this time, the board was chaired by Sheila Lock, and I would wish to record my thanks to Sheila for the work and leadership she has provided the Board, over the last 6 years. As all partners are aware Sheila was a powerhouse in leading the safeguarding partnership here in Ealing, and stepping into her role is hugely exciting and more than a bit daunting. I would also wish to record my personal thanks for the care and preparation she gave me for joining the partnership.

Here in Ealing and across the country we remain in very difficult and challenging times. We have the continued pressure of a pandemic which refuses to end, a war in Europe, and this coupled with a national economic crisis that is severely impacting locally on our services and on our most challenged communities.

These challenges have led to a significant increase on pressure for our services. As a result, we have seen the number of case referrals increase and at the same time the levels of acuity and complexity have increased too. All of this, plus further difficulties in the recruitment and retention of staff, puts us in a period of unprecedented challenge. Our communities, and in particular those households who were already in economic hardship are struggling to get by, our work has never been in such demand.

Whilst we have witnessed our communities, supported by statutory and third sector services, responding in generating further routes of support. There remain however other elements of abuse in our communities, which our vulnerable adults need protection from. Whilst in comparison with our population numbers they may appear few, their very nature often leaves us shocked and saddened.

The Board has investigated some of these cases where we feel there is learning for the partnership, which will reduce the level of such risks. These lessons have already led to changes and improvements in practice and communication between services and professions. More so, they have strengthened our resolve and determination to protect those in our society who are less able to protect themselves.

In the few months I have been in Ealing, I have heard directly from front line staff, about their daily work. I have been around the public sector for many years, and I remain astounded, humbled and reassured by their commitment and determination to face up to all of these issues and beat them, for the sake of those they look after. So, whilst we will continue to welcome external challenge, and challenge ourselves, over the next year we will also take time to share our successes too, and there are many.

I would like to thank everyone for the work in the last year, and for this report. I am also looking forward to this new year, and for us to be collectively taking on these challenges to the betterment of all our Ealing communities.

Kind regards

Rob McCulloch-Graham, Independent Chair of Ealing Safeguarding Adults Board

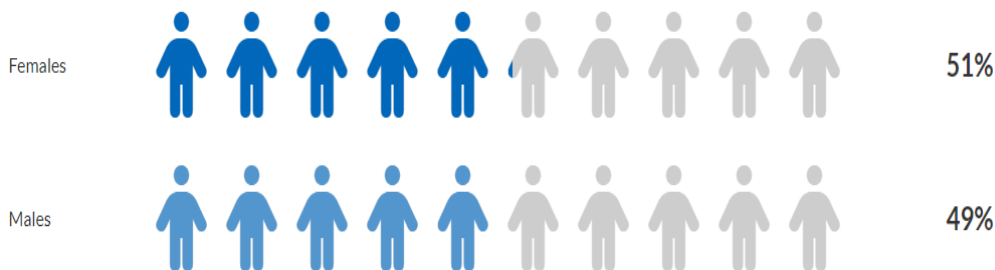
### 3. Ealing – our area

The detailed breakdown of the Ealing population characteristics can be accessed at [Ealing Data](#), This data is collated using the 2021 census: Population characteristics

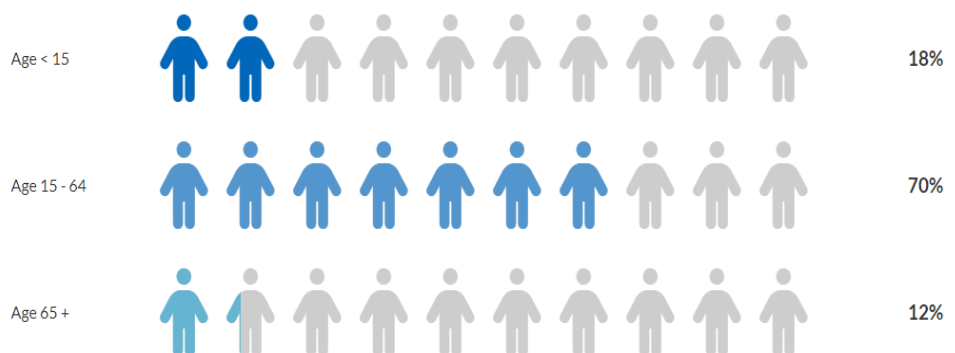
These are some headlines:

The population of Ealing has risen from 300,946 in 2001 to 367,115. The numbers of males and females in Ealing are evenly spread – 180,910 males (49% ) and 186,205 (51%) females.

Population by sex for Ealing (2021)

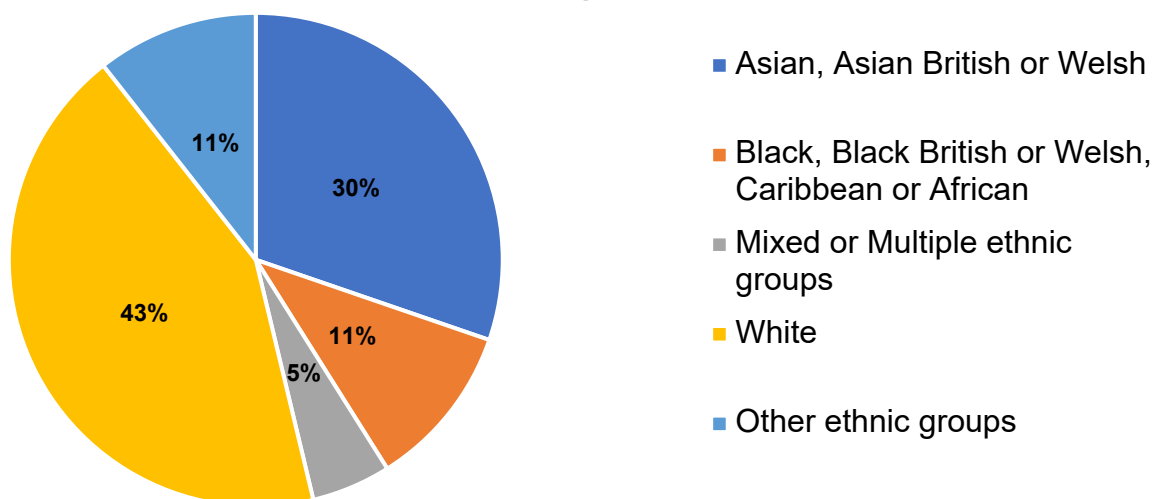


Population by broad age group for Ealing (2021)



The population of 16-64 year olds in Ealing is projected to be at **60.5%**, however the percentage of people aged 65 and over will reach **21.5%** in mid-2043.

#### Ethnicities of Ealing residents



## 4. What is safeguarding and the role of the Board?

As a safeguarding Board we have been active in the last year to ensure that safeguarding is well understood across the system. We have used resources developed by the Association of Directors of Adult Social Services to engage with front line workers across the system and with providers to engage in conversations about this topic.

***The Care Act 2014 Statutory Guidance confirms that “the main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area” who meet the safeguarding criteria (chapter 14.133).***

For us locally, it is about people and organisations working together to reduce risk and prevent abuse or neglect, whilst at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. We must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.’

**Abuse and neglect can take various forms** including physical abuse, domestic abuse, sexual abuse, psychological or emotional abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational or institutional abuse, neglect and acts of omission and self-neglect. In the last year we worked with our practitioners on what constitutes safeguarding, holding a series of virtual workshops and using the materials produced by ADASS to promote discussion. We have noted that there have been more referrals relating to younger adults and want to understand the reasons for this further next year. We hope that it is an impact of our raising awareness, but further reflections are contained in the section looking at performance.

The Care Act 2014 introduced **Safeguarding Adults Boards** and gave them the responsibility to seek assurance that there are effective local safeguarding arrangements in place. The three statutory functions of SABs are to publish an Annual Report, a Strategic Plan, and to commission Safeguarding Adult Reviews when required. The SABs hold the partner agencies accountable for how they work together to protect adults from abuse and neglect.

In our discussions with front line services, we have encouraged conversations regarding abuse and neglect in all its forms, but have also considered, how section 42 enquiries are initiated and issues around individual’s capacity for self-determination. We know that such issues are complex, and that a person’s capacity can fluctuate or can apply differently to different kinds of decisions. We wanted therefore to assure ourselves that professionals engage in these practice discussions to better enable each other to be able to identify an individuals' ability and mental capacity .

Underpinning this approach has been the commitment to

- Collaboration
- Having user views at the forefront
- And acting in a timely and coordinated way

These principles are articulated in legislation. The Care Act 2014 requires partner agencies and services to work together to protect adults at risk of abuse and neglect.

Joined up safeguarding processes and practice ensure that:

- ✓ joint working prevents, reduces, or delays the risk of harm to the adult
- ✓ safeguarding concerns are identified and reported to support the adult; and
- ✓ those who have a duty to enquire, act in a timely, person centred and co-ordinated way

Under **Section 42 of the Care Act**, the Local Authority has a responsibility to undertake an **Enquiry** where there is a concern that an adult with care and support needs is unable to protect themselves when experiencing or at risk of abuse or neglect. If the criteria in Section 42(1) are met, then the local authority must conduct an Enquiry and decide on any action under section 42(2).

Any Enquiry should include an attempt to gain the views of the adult at risk as to what is important to them and what they would like to happen, providing any necessary support such as an advocate. This is called **'Making Safeguarding Personal.'** If the adult at risk has the capacity to make a decision, their wishes must be respected. However, this view must be balanced with an assessment of the risks and an agreement reached as to how these risks will be monitored and managed.

## 5. ESAB Vision, Values and Principles

As a Board it is important that we set out clearly what we stand for as a partnership. We are committed to an inclusive approach to Partnership, firmly believing that it takes a whole system approach to protect the most vulnerable in our society.

We have a number of groups focusing on the work of the partnership, details of those groups and their Terms of Reference can be accessed at [Ealing Safeguarding Adults Board webpage](#). We work in close collaboration with other partnerships and have fostered an approach that draws together work with the ESCP, Safer Ealing Community Safety Partnership and the Learning Disability Partnership.

Together we are committed to delivering the Ealing Safeguarding Adult Board vision through the Strategic Business Plan, according to an agreed set of values and principles.

These were reviewed in May 2022.

Our values and principles have been developed by collaborating, through a variety of engagement activities. We have also sought to understand better, the experiences of Race Equality in the Borough. The publication of the independent Race Equality commission report and its findings in January 2022 has given us a greater understanding of the experiences of our Ealing community and we are committed to the seven priorities for change, which we have sought to fully embed into our values and principles but to also challenge ourselves to incorporate meaningful action into our safeguarding priorities. A copy of the report can be accessed here: [Race Equality Report - Do something good](#)

### 5.1. ESAB Vision

All partners in Ealing are committed to working together so that all adults in the Borough are safe, well, and able to live fulfilling lives. We seek to actively collaborate, challenge, and support each other to safeguard people's rights, to tackle inequalities and to narrow the gap in adverse outcomes.

## **5.2. ESAB Values**

**These values are system values that we expect to see across our partnership in both front-line practice and or strategic responses**

- Person centred and focused interventions based on the need and informed by the wishes of the adult.
- Respectful of families, carers, and friends
- Outcome driven
- Collaborative
- Transparent and open in our practice with each other and with those we work with
- Inclusive

## **5.3. ESAB Principles**

**We strive to work with adults and their families and carers to ensure.**

- Adults with care and support needs are at the heart of what we do, and we will learn from the actions we take.
- We will make a difference to the lives of those we work with.
- We will ensure that the adults are at the heart of our discussions and the actions we take.
- We will challenge disproportionality in adverse experience and outcomes across the system and underpin our work with a clear focus on equality of opportunity and life experience.
- We will share information and work together with openness, respect, trust, and confidence.
- We will challenge each other when this is needed and will welcome challenge in return, knowing this helps keep our system safe.
- We will address the well-being needs of those who need help, at the earliest opportunity and prevent the need for later intervention whenever possible – providing the right help at the right time.



## 6. The six statutory principles of adult safeguarding



**Empowerment:** People being supported and encouraged to make their own decisions and informed consent.

**Prevention:** It is better to take action before harm occurs.

**Proportionality:** The least intrusive response appropriate to the risk presented.

**Protection:** Support and representation for those in greatest need.

**Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.

**Accountability:** Accountability and transparency in safeguarding practice.

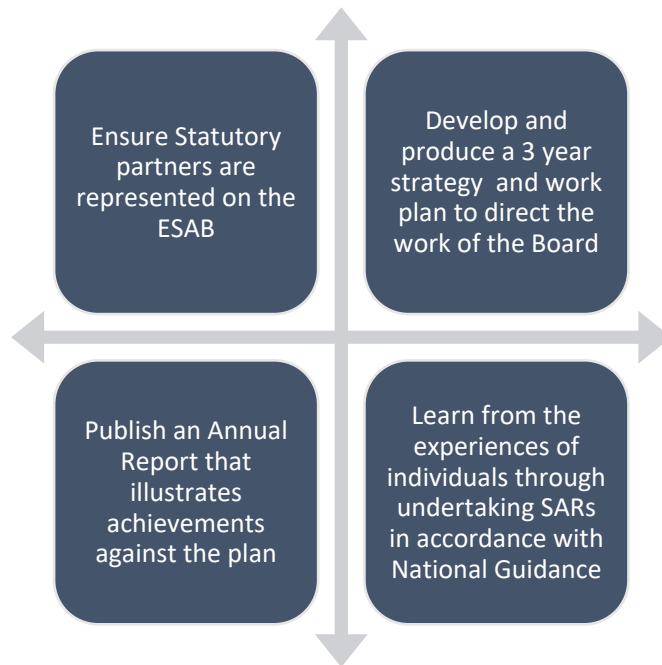
**We want Safeguarding in Ealing to be seen as everybody's business.**



Safeguarding is a golden thread running through our work as a Board and in our work with other partnerships, making sure there is support to build strong and resilient neighbourhoods and resolution for those experiencing abuse or neglect.

## 7. Partnership Arrangements

As a Partnership we have tried to make sure that the objective of our work covers the core elements required of us by the Care Act 2014. These elements are illustrated below



These elements guide the structure of the Board arrangements and contribute to our ability to oversee the arrangements to keep adults safe in Ealing.

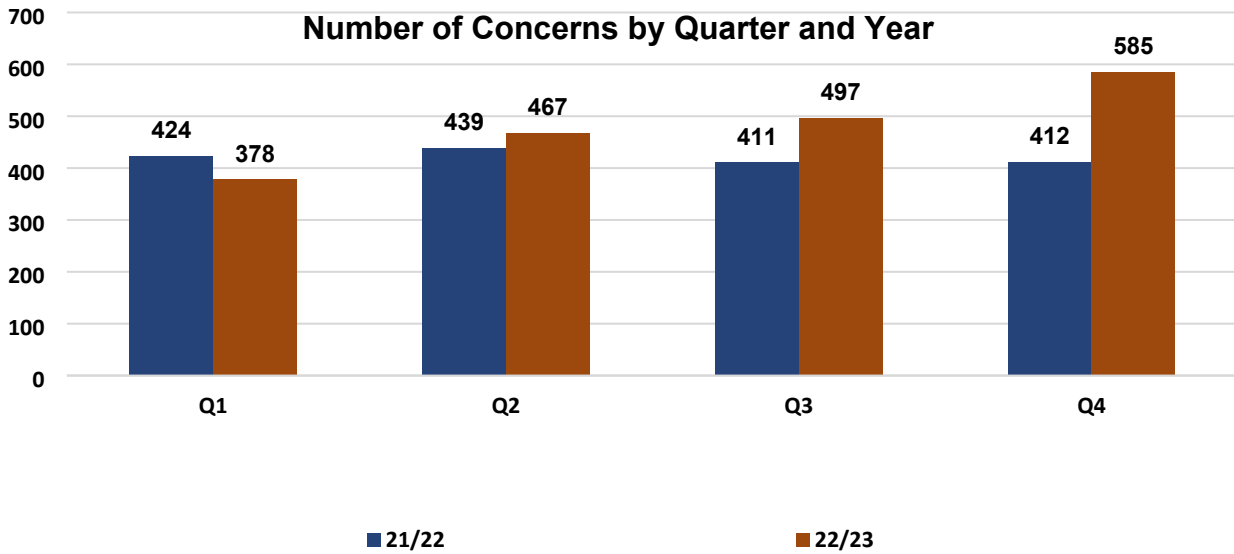
As a Board we have continued to focus on further developing high quality frontline practice, around the dynamic range of issues associated with prevention and protection.

The report compliments the Children’s Safeguarding arrangements, they support each other as a holistic response to protect Ealing residents. It also represents our ambition to tackle issues around shared problems, such as Safer neighbourhoods, Domestic abuse, and Think Family approaches.

The Ealing Safeguarding Adults Board works to ensure that adults across Ealing are safeguarded, and that our borough is an increasingly safe place for all to flourish

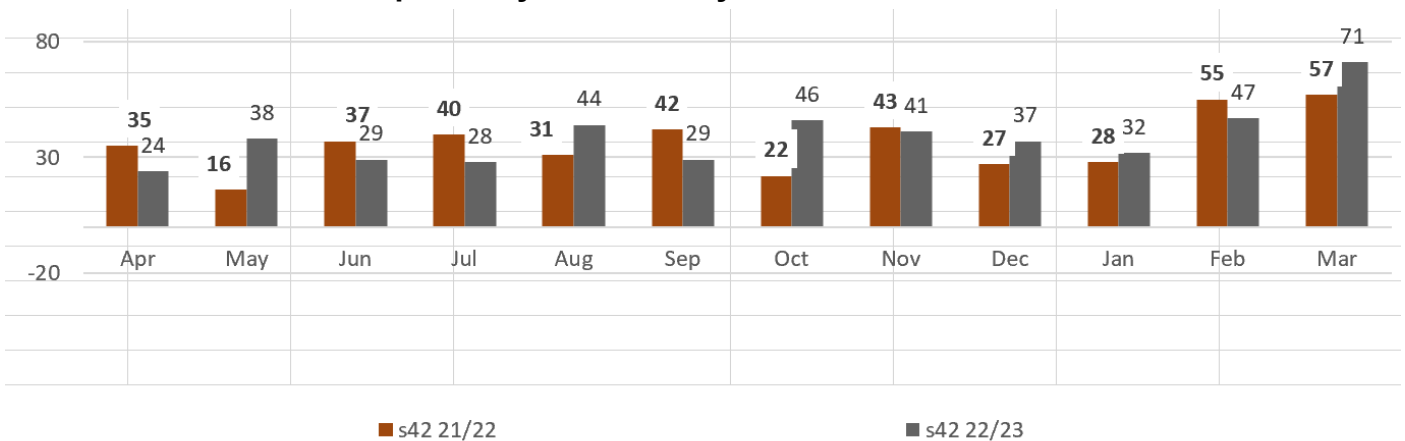
## 8. Safeguarding – the data 2022-23

Safeguarding performance reporting has been an area of ongoing focus for us as a Board. Locally the Safeguarding Effectiveness subgroup scrutinises quarterly data from Partners enabling discussions on areas of exception or anomaly.



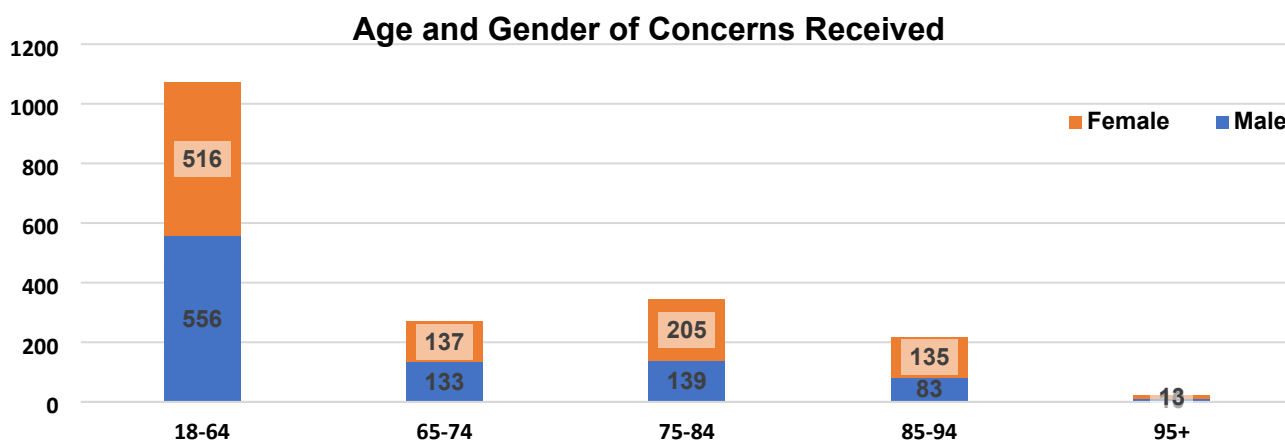
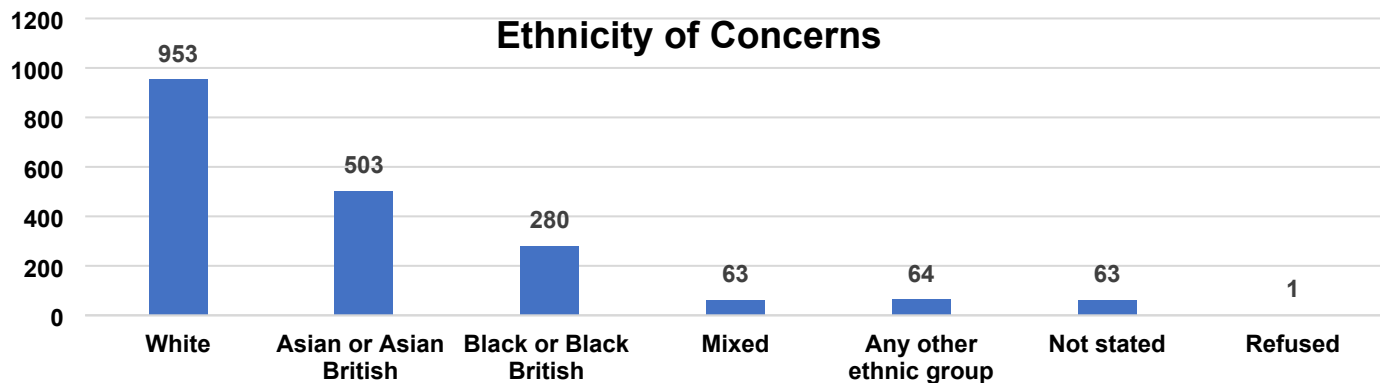
In total there were 1927 concerns reported between 1 April 2022 and 31 March 2023, up from 1686 in 2021/22. The graph shows the concern numbers have risen significantly on last year especially in last quarter.

### Number of Section 42 Enquiries by month and year

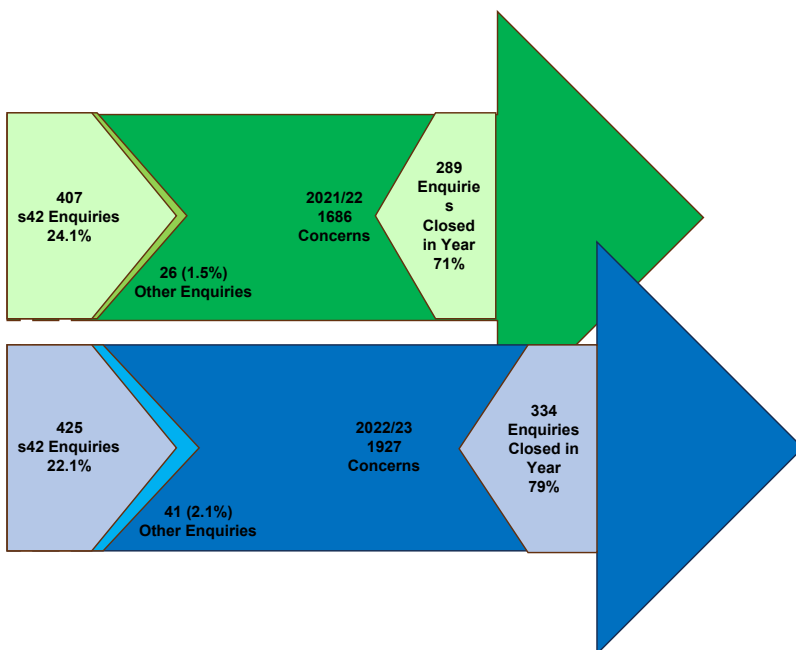


The number of safeguarding enquiries (s42 of the Care Act) started have also risen slightly from 433 last year to 466 this year. March was particularly high.

The ESAB Effectiveness subgroup examines the impact of race and gender on the individual users of statutory services. The ethnicity profile of concerns received outlines the breakdown.



### Safeguarding Concerns– Progression and Closure

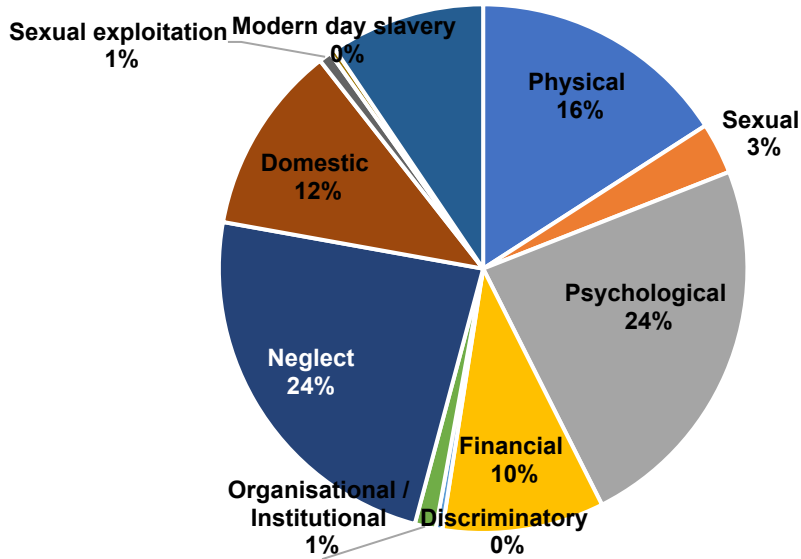


Ealing receives a large number of potential safeguarding concerns, but most do not lead to a formal enquiry.

In 2022/23 under a quarter (24.2%) of all concerns led to an enquiry. Some enquiries take longer to complete, so of the enquiries started in 2022/23, just under four-fifths (79%) completed within the year.

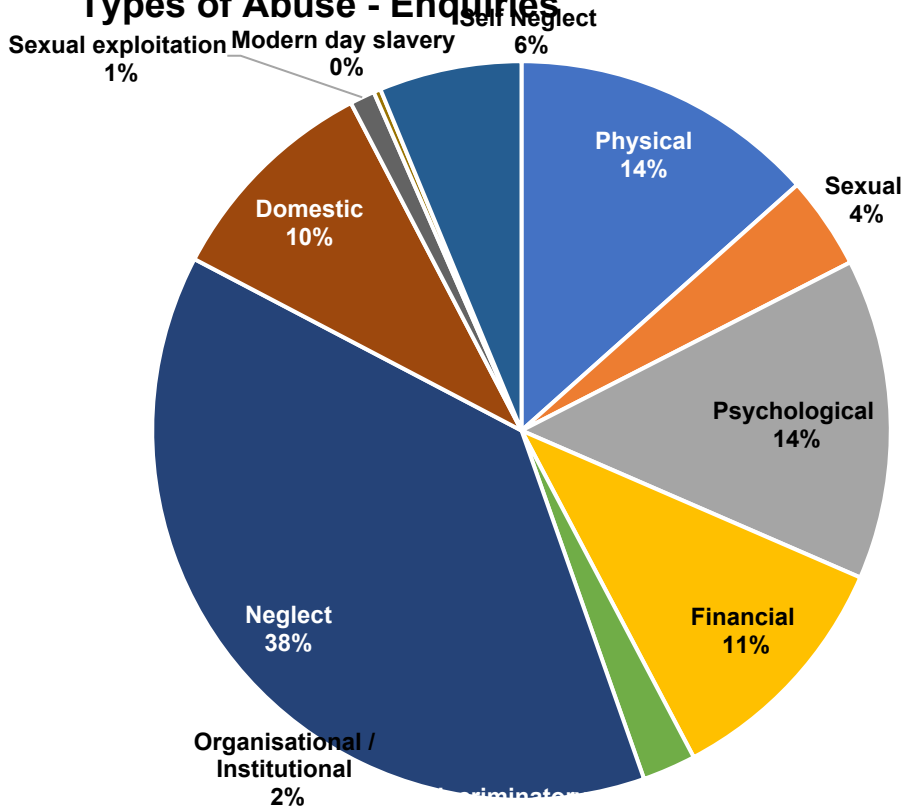
The diagram shows this is a decrease on 2021/22 when over a quarter (25.6%) of concerns led to an enquiry, but an increase in the percentage completed in the year (71% in 2021/22).

## Types of Abuse - Concerns



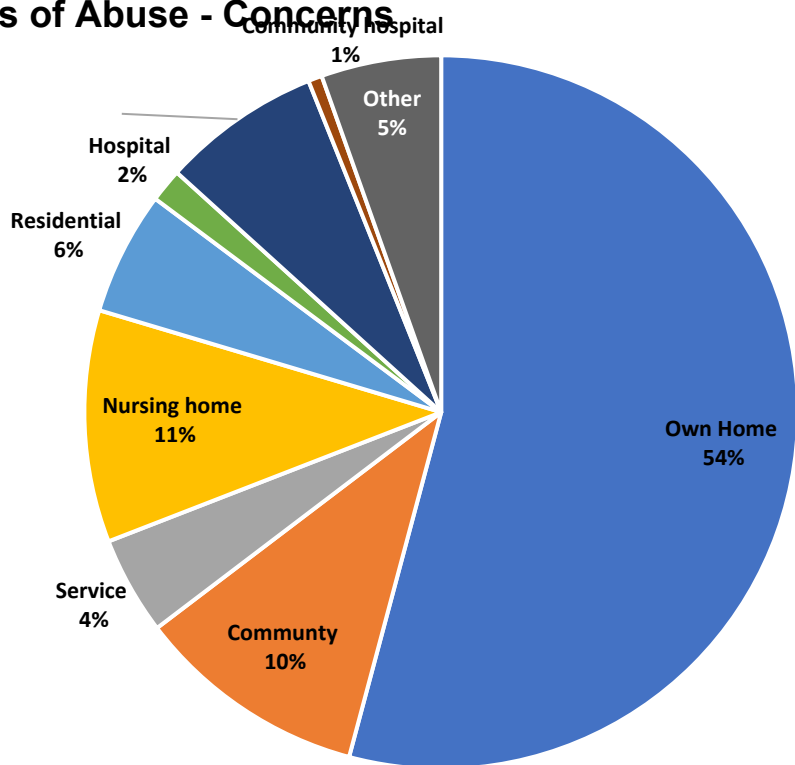
*588 concerns have been raised relating to neglect*

## Types of Abuse - Enquiries



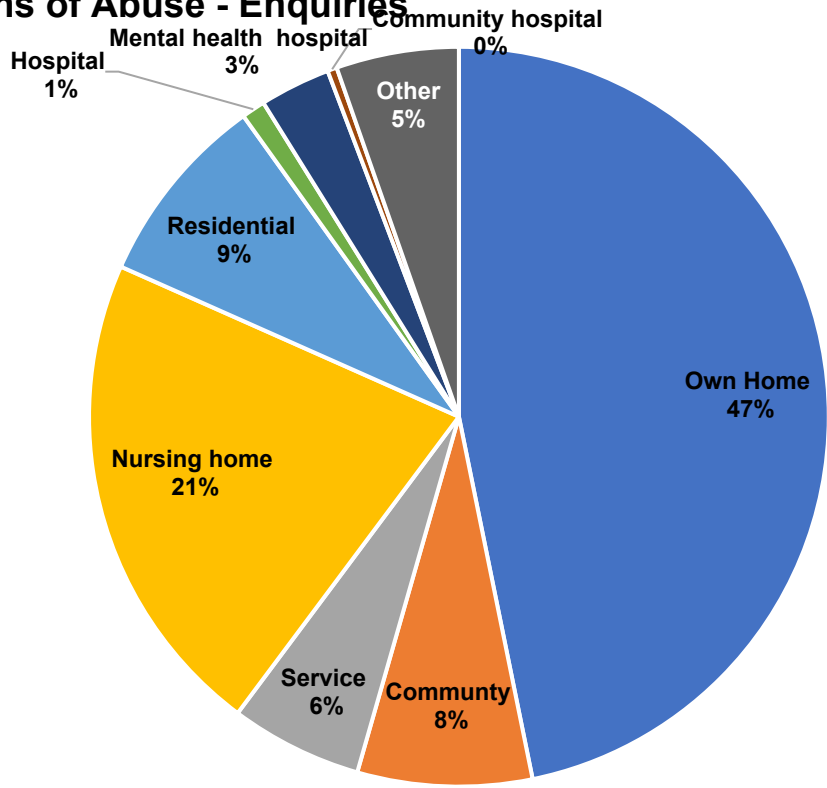
*Abuse relating to neglect and omissions remain the highest abuse type this year; psychological concerns are also very high.*

### Locations of Abuse - Concerns



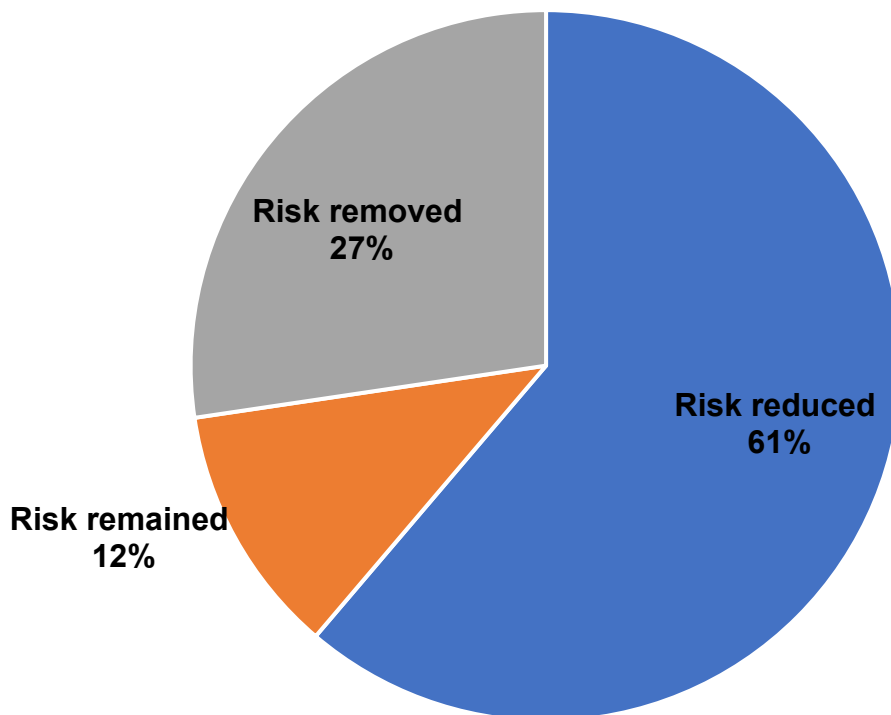
*The primary location where abuse occurs continues to be in residents own homes.*

### Locations of Abuse - Enquiries



*Cases can have more than one type of abuse and location*

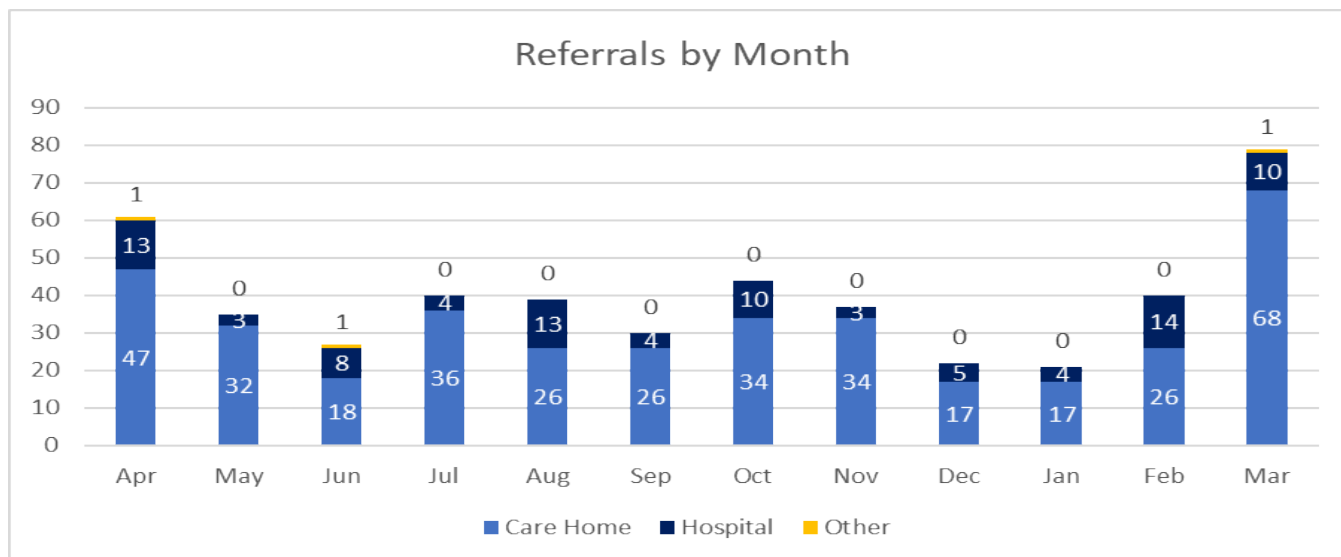
## Safeguarding enquiry conclusions



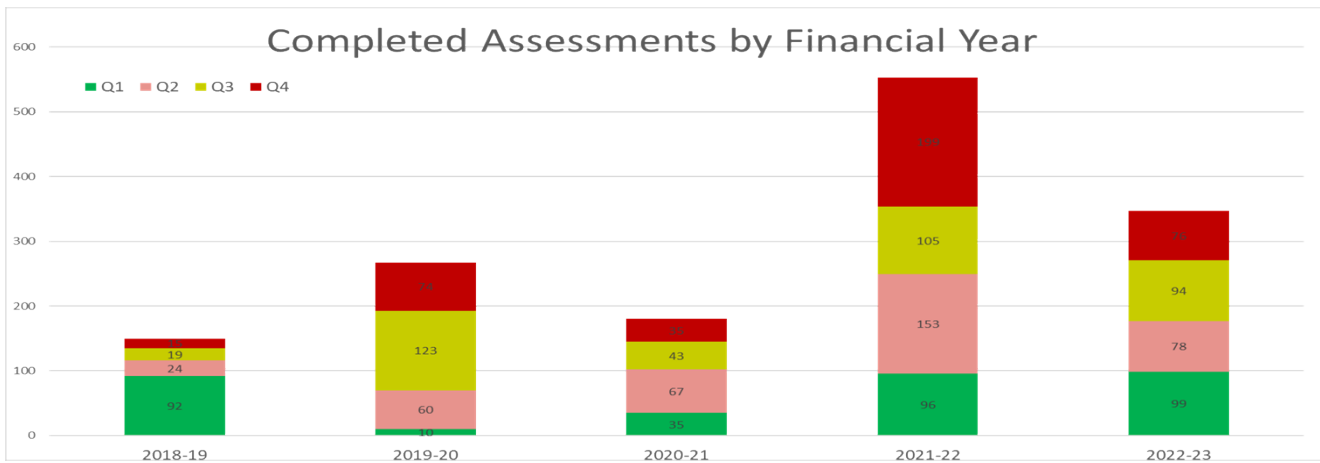
426 enquiries closed in 2022/23, up from 355 in 2021/22. Most had risks identified and action taken, and 88% saw the risk reduced or removed.

## Deprivation of Liberty Safeguards (DoLS)

The table below shows the monthly referrals from care homes and hospitals to the DoLS team



Most of the referrals in 2022/23 continue to come from care homes, this is in line with previous quarters and years. March saw a significant number of referrals.



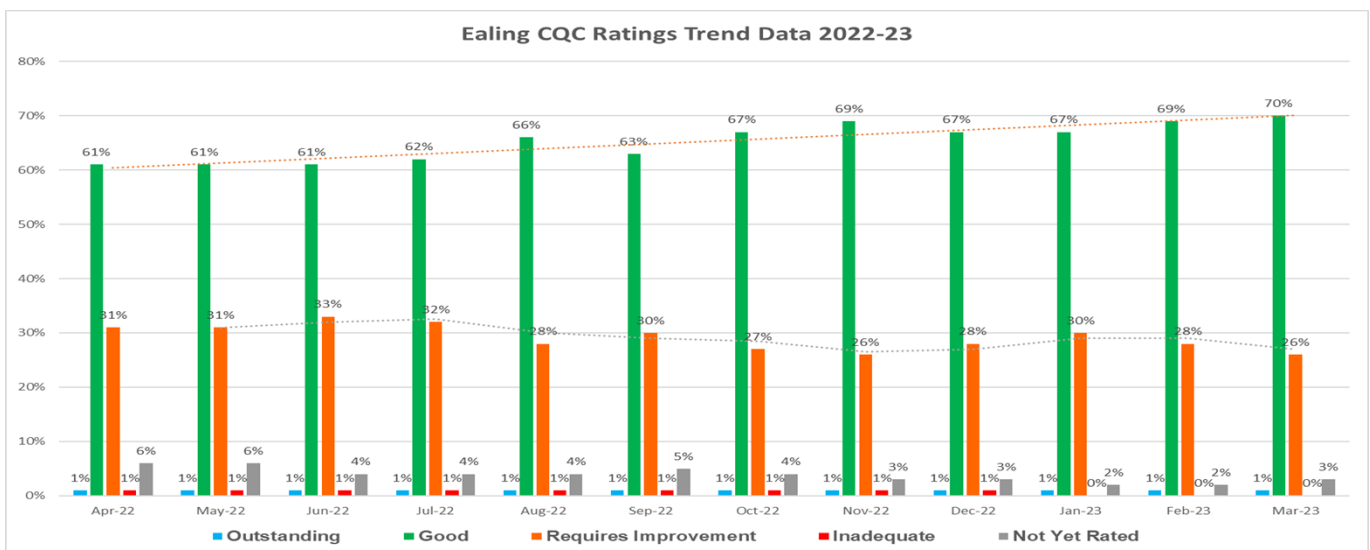
347 DoLS Assessments were completed in the financial year of 2022/23, the numbers are down from 553 assessments from 2021/22.

The reduction in completed DOLs assessments in 22/23 compared to the previous year is because of the increase in completed assessments as the Council prepared to implement proposed changes to legislation (LGS) which has been further delayed. It is also worth noting that there was an equivalent reduction in referrals (40%) between years as is reflected in the reduced number of completed assessments (37%).

## 9. Care quality and Providers

### 9.1. Quality of care in care homes and domiciliary care

During the last year alongside effective monitoring of performance data, the Board has been active in considering the quality of the Care Market across the Borough. The Board receives regular Provider concern information and the impact that these concerns have in relation to the availability of beds. The presence of concerns requires effective dialogue with Registered Managers and with owners to drive improvements. This work has begun to deliver results with a stabilising and improving picture emerging on quality across the Borough. We define high quality services as being those services rated Good or Outstanding by the Care Quality Commission (CQC); who provide strength-based care, tailored to the needs of each individual they support. This is illustrated below





A Care Home Summit was held in January 2023 attended by multi-disciplinary partners including health, CQC, health watch etc. The summit agreed for working groups to be developed with four potential work streams with different focuses

1. Develop training and support for care home managers to prepare for CQC inspections.
2. National Health focus
3. Develop a Joint Operational Group (JOG)
4. Look at the viability of using only good and outstanding care homes in Ealing.

## **9.2. Provider assurance and provider concerns**

A provider is an organisation or institution that provides care to individuals or groups of people, and this includes residential homes, supported living, and domiciliary care providers. The list is not exhaustive, and there are a few other provider services outside of these three general areas.

A providers concern is when there is an indication that a service may be working below standard and there is a risk to the health and wellbeing of those using the service. Where there are concerns of a safeguarding nature that relate to an individual, these should be progressed through the safeguarding arrangements that exist to protect individual adults under an individual Section 42 safeguarding inquiry (Care Act 2014). If section 42 links to concerns about the provider of care, the outcome of any section 42 inquiry where there is a Provider Concern process in place should be fed back to the Provider Concern chair.

Provider Intelligence Meetings (PIM) take place when there are concerns about a provider. Decisions to invoke a provider concern or close the process are made at the senior leadership level, and updates are provided to the risk panel chaired by the Head of Commissioning and Market Management.

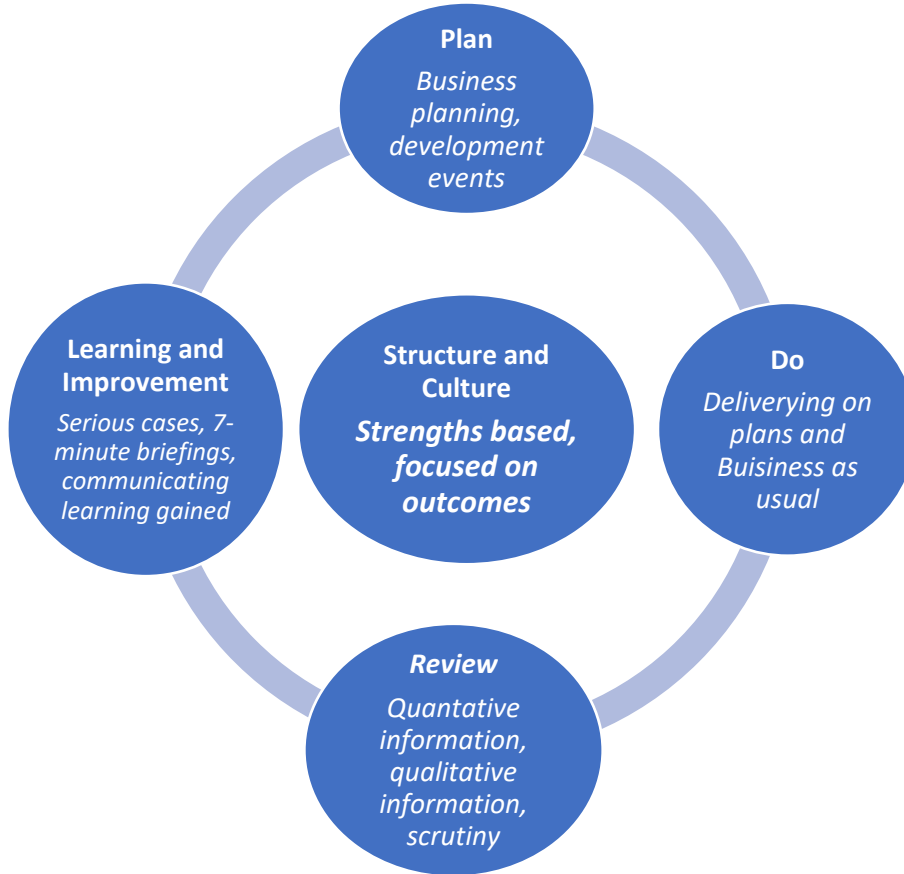
In Ealing, there are 108 registered providers, and we have the largest number of beds in NWL compared to the other 7 local authorities and the 5th highest number of beds in London. Provider concerns are managed within the Safeguarding Adults remit, and the process is coordinated by the Safeguarding Adults Coordinator. There are on average six provider concerns that run at one given time, and suspensions on placements have taken place and are shared with ADASS when deemed necessary. Provider concern review meetings take place, and service improvement plans submitted by the providers have been monitored and reviewed by professionals attending the provider concern.

There is a well-established provider managers network facilitated by Skills for Care, which meets bimonthly and gives managers up-to-date information on workstreams and initiatives happening locally and nationally. The forum also provides peer support and is an opportunity for managers to network. Training has also been commissioned and delivered to providers who are rated by CQC as requiring improvement to embed and develop practices that will improve their rating when they are next inspected. There is a Care Home Summit that is developing cross-agency approaches to support care homes in improving the quality of care they provide Ealing residents. A data set is being formulated for care homes to complete as part of a self-assessment framework that is meaningful and can be scrutinised to help improve standards. There has also been investment in training for care home managers and development of a team to support providers with people who have behaviour that is challenging.

# 10. Learning and development

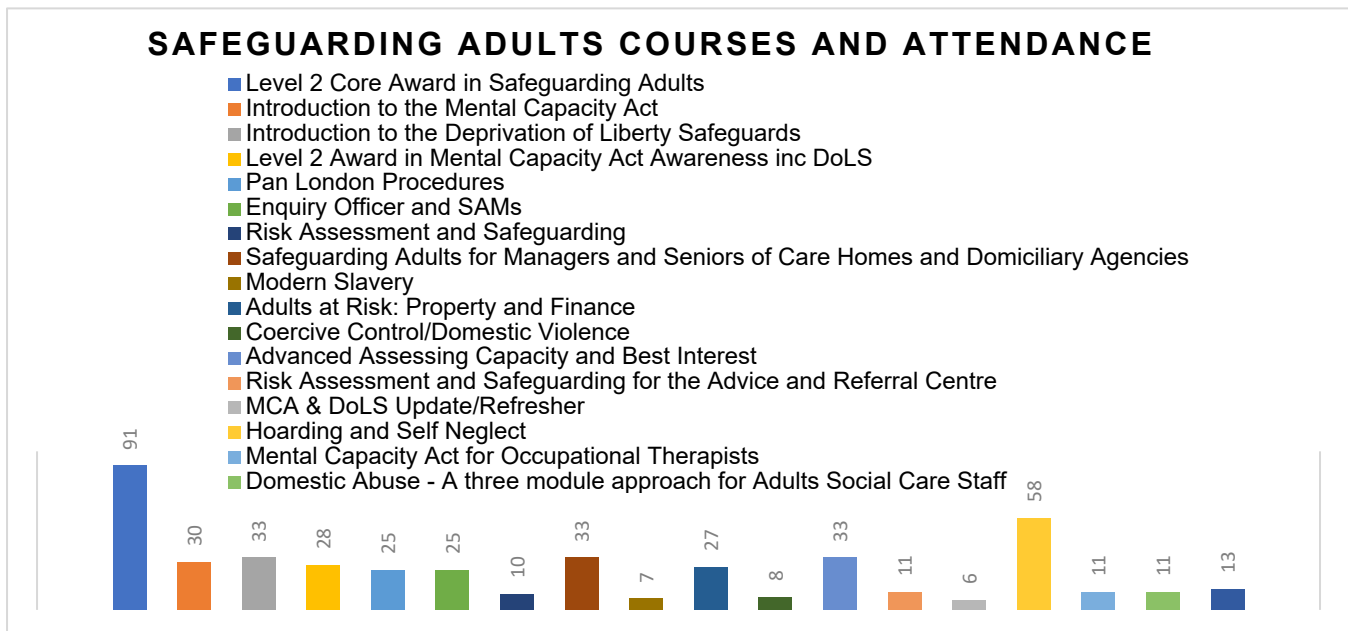
## 10.1. Framework

The Board has a Safeguarding Effectiveness strategy and a learning and development framework, there are workstreams of the partnership that oversee this. All parts of the Safeguarding Partnership are required to ensure that equality, diversity, and inclusion are a thread through all our priorities/activity, as are the views of those who receive services. The approach we have taken to ensure we make a difference is illustrated below:



## 10.2. Training and development courses

460 members of staff attended Safeguarding and related courses.



## 11. Safeguarding Adult Reviews (SARs)

These reviews are undertaken following serious incidents of abuse involving a vulnerable adult, where it is believed that learning could be gained from an examination of the details in such a case. The intention of such reviews is to improve practice and lessen the risk of such incidents occurring again.

The criteria for deciding to undertake a SAR are.

*Under the Care Act 2014, sections 44(1), (2) and (3), Safeguarding Adults Boards (SABs) must carry out a Safeguarding Adults Review (SAR) when an adult with care and support needs has died or suffered serious harm, and it is suspected or known that the cause was neglect or abuse (including self-neglect) and there is concern that agencies could have worked better to protect the adult. The SAB may also (section 44(4)) undertake a SAR in other cases concerning adults with care and support needs. The purpose is to identify learning that can drive change that will prevent harm occurring in future similar circumstances.*

A learning event which focused on serious cases and the role of SARs was held in late 2022. The session examined.

- The purpose of a SAR
- Myths surrounding SARs
- Principles for undertaking a SAR
- Statutory guidance on the steps to take after the decision to commission a SAR
- Referral forms, information gathering, process and expectations
- Types of review
- Embedding the learning gained from SARs

This event was well attended with practitioners from across the partnership. They reported that they found the information presented useful and informative.

Where the criteria for a SAR is not met in full, the Board may decide to undertake a discretionary SAR or a practice review. From these, learning can be disseminated in a variety of ways. A number of 7-minute learning briefs have been produced, which can be accessed here: [7-minute briefs](#)

### 11.1. Safeguarding Adult Reviews undertaken in 2022-23

There were four SARs commissioned in the year of this report. Two have concluded and two remain in progress due to the complexity of each of those cases.

The two that have been completed are, the Elsie SAR and the Owen SAR. We expect the remaining two reviews, Adult B and Adult S, to conclude early in 2024.

**Elsie SAR** – An 85-year-old lady was a resident in a nursing home and died as a result of a number of practice issues and practice policies not being followed as they should.

There were a number areas identified where practice could be improved.

- Staffing levels and appropriate care for individual residents needs to be enforced
- The use of identified and required protective equipment for individual residents needs to be properly adhered to and overseen.
- The Care Plan for each resident needs to be in place and proper oversight provided.

- There were gaps in the recording of information, including information relating to safeguarding and care logs were incomplete. All of this is contrary to good practice. Sufficient managerial oversight needs to be provided to assure that practice is compliant.



**Owen SAR** – A gentleman with profound learning disability, has epilepsy, autism and communication difficulties, leaving him unable to use verbal communication and is unable to use Makaton. The staff at his accommodation were concerned as he appeared to be stumbling more. And took him back the opticians. It later discovered that the previous diagnosis was not complete, the result being his ultimate blindness. Owen was registered as blind on 23<sup>rd</sup> February 2022.



The SAR report recommended that.


- The quality of information made available to health practitioners on an individual with Learning Disability's health should be improved.
- Recording that is accurate, complete, dated and signed by the practitioner should be a standard in recording in ALL health records and in this case the private provider should remind store directors and practitioners of their responsibilities and of the standards set by the General Optical Council.
- Reminders to all practitioners that safeguarding concerns are not just acts of commission but encompass acts of omission also.
- The General Optical Council should provide a further investigation into the quality of professional practice in this case.

## 12. What our partners have done

We asked our statutory partners to highlight their organisations key achievements and challenges for the year.

Partner agency	Key achievements during 2022/23	Key challenges during 2022/23
	<ul style="list-style-type: none"> <li>• Care Home summit provided clear and shared strategic interventions to support with market quality in care homes.</li> <li>• Improving position in terms of market quality across service lines.</li> <li>• Implementation of a clear framework for multi organisational provider risk oversight through the Risk Review Panel.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased demand on services due to post Covid impacts, Cost of Living Crisis and NHS waiting lists.</li> <li>• Significant increase in costs of services procured by the Council from the care market, due to the impact of inflation and NHS procurement arrangements.</li> <li>• Recruitment and retention of staff across the social care and NHS sector.</li> </ul>
	<ul style="list-style-type: none"> <li>• West London NHS Trust considers all safeguarding functions as essential to deliver the Trust's values of togetherness, responsibility, excellence and caring.</li> <li>• To support service users in gaining access to and understanding Safeguarding, we participate in service user and carer groups and are collaborating with the Recovery College and Healthwatch to create training for the general public, which will include service users and carers.</li> <li>• We are devising a procedure that focuses on Persons in a Position of Trust and have enlisted the participation of all key stakeholders to ensure uniformity throughout the boroughs we serve.</li> </ul>	<ul style="list-style-type: none"> <li>• Training, we have worked to reach the 90% compliance rate for safeguarding and have remained between 80% and 85% over the past year.</li> <li>• Further work is required to demonstrate Making Safeguarding Personal.</li> <li>• Conduct additional audits to demonstrate safeguarding practice, the Trust is currently participating in externally commissioned multi-agency audit.</li> </ul>

		<ul style="list-style-type: none"> <li>• The need for a Domestic Abuse Coordinator to assist the Trust in responding to domestic abuse.</li> </ul>
	<ul style="list-style-type: none"> <li>• MASH Backlog for Children &amp; Adults moved from a position of 3000 down to 0 in real time, meaning a real time risk assessment ensuring that the most vulnerable in society are getting the right service.</li> <li>• West Area MPS (Metropolitan Police Service) mental health team working with acute trusts and local authorities to reduce repeat S136's, achieving a 5% reduction in repeats and a 10% reduction in S136.</li> <li>• Ongoing Qualitative &amp; Quantitative Audit Activity completed by Op Aegis throughout the PP (Public Protection) Portfolio showing a majority of good Data Integrity Team) Audits across domestic Abuse &amp; RASSO (Rape and Serious Sexual Assaults)</li> </ul>	<ul style="list-style-type: none"> <li>• Increased Domestic Abuse (DA) demand month on month, showing West Area as largest Domestic Abuse demand within the MPS</li> <li>• Young, in-experienced staffing leading to welfare, well-being challenges across PP Portfolio</li> <li>• Large Vacancy factor within DA, working hard with corporate workforce Head Quarters to ensure suitable officers are recruiting within PP Portfolio.</li> </ul>
	<ul style="list-style-type: none"> <li>• CQC Inspection Report: the CQC carried out an unannounced inspection of the Trust in February 2022 and an announced well led inspection of the Trust in March 2022. The report stated, "Staff understood how to protect patients from abuse and the service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it."</li> <li>• The Trust was commended by NHS England for the work done in fast-tracking patients with LD and Autistic People through electronic notification and invited to give a presentation at the National LD Improvement Standards event.</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of the new EPR system (electronic patient record) Cerner and the challenges this brings.</li> <li>• Cancellation of some training sessions due to the ongoing industrial action (and the additional work required for 90% compliance).</li> <li>• Challenges around maintaining MCA/DoLS assessment at a high standard.</li> <li>• At the beginning of the year 2023, the Trust was asked to manage the UCCs (urgent care centres) in the 3 boroughs (Ealing, Harrow, and Brent), areas that the Trust delivers</li> </ul>

	<ul style="list-style-type: none"> <li>• Safeguarding Champions: The Safeguarding Team successfully recruited Champions for Safeguarding, Falls, Dementia, Learning Disabilities and Autism. The Champions act as a resource and point of contact for colleagues who require support, guidance and signposting.</li> </ul>	<p>services to. Although an achievement for the Trust, this presented its own challenges.</p>
 <p>North West London Integrated Care System Working together for better health and care</p>	<ul style="list-style-type: none"> <li>• The implementation of the ICB from a single CCG (July 22) the Safeguarding agenda transitioned successfully into the new ICB governance structure.</li> <li>• Liberty Protection Safeguards (LPS) In view of the pending implementation of the Liberty Protection Safeguards (LPS) as per the Mental Capacity Amended Act (2019), the ICB recruited a Project Manager to facilitate the ICB's preparation towards the enactment of the LPS. Level 3 Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS) training was delivered to the Complex Care Team and Continuing Healthcare for Children and Adults.</li> <li>• Safeguarding training - The Designated Professionals for Safeguarding Adults and Children have worked on two projects to ensure that ICB staff are compliant with Statutory Safeguarding, Prevent and Mental Capacity Act 2005 training.</li> </ul> <p>The NWL Training Strategy has been approved (in line with the NHSE Intercollegiate Document). The Training Needs Analysis group have identified the present level of knowledge, skill and competency and are comparing this with the required or established levels within the organisation in order to determine training needs. Adult level 3 one-day workshop, accredited by NHSE eLearning</p>	<ul style="list-style-type: none"> <li>• Challenge faced by the NWL ICB safeguarding adults was the need for Designate Leads to provide safeguarding cover across other areas of North West London, while the organisation recruited into post. All Adult Designate posts are now filled.</li> <li>• Work to prepare for the implementation of the Liberty Protection Safeguards (LPS), the Mental Capacity (Amendment) Act 2019, will be delayed “beyond the life of this Parliament” (therefore likely beyond Autumn 2024) due to prioritising work to improve Adult Social Care.</li> <li>• <b>Iris</b> is a specialist domestic violence and abuse specialist training support and referral programme or General Practice – 3 boroughs in NWL have up taken this offer, Ealing Designates will attend the Train the Trainer DA course in December 2023, in order to ensure a consistent approach, and training will be rolled out to the ICB Staff and GPs in the New Year.</li> </ul>

for Healthcare, will be delivered by the Designates. and it will be open to ICB Staff and Primary Care . Priority will be given to ensuring ICB staff are compliant with this training.

Additional Training is being offered to all ICS Staff and has been well attended by provider partners. Subject matter has included adults and child safeguarding topics.

- The NHSE Tracker has been set up by NHS Digital in order to collate National and local information about all DHRs, SARs, CSPRs, Learning Reviews and Rapid Reviews, with the purpose of being able to pull meaningful information regarding incidents and trends. There has to date been some inconsistency of input, but a Task & Finish Group of Designates across the London ICBs [including the DNSC Ealing] have met to establish written guidance to encourage better and consistent use of the Tracker so that information downloaded from the system is more meaningful. Designated Professionals are responsible for input and update of the Tracker. Designates will undertake analysis of tracker data across NWL and compare any analysis available within the London Regional ICBs to report wider themes and recommendations.  
The Designate from Ealing will be co- presenting the Tracker Launch Event in Nov 23.
- The Violence Against Women and Girls (VAWG) forum has reviewed the VAWG strategy which encompasses Ealing's response to HM Government's Tackling Violence Against Women and Girls and sets out what Ealing intends to deliver as a partnership in this critical area of work.



The Multi Agency Risk Assessment Conference (MARAC) is now in progress daily and an update will be given at the Ealing VAWG meeting in mid-September.

**VAWG Pledges:**

The VAWG Government initiative was established to tackle all forms of violence against women and girls. It is a multi-agency approach involving local authorities, health services, education services, and law enforcement. Further to this strategy, MOPAC and the Mayor for London asked all agencies to provide 'Pledges' to support the initiative. Designated Professionals and Assistant Directors met to establish what is already being done by the ICB in support of VAWG, and to pledge what we will do going forward. The Assistant Directors for Safeguarding and two Designated Professionals attended the VAWG Pledges Summit at the Honourable Society of the Inner Temple on 13<sup>th</sup> September 2023 to make our pledges.

### **13. Conclusion and looking to the future**

As we publish this annual report for 2022 – 2023, I am mindful of the four “Safeguarding Adult Reviews” that were commissioned in that year. These reviews are undertaken where we feel, in hindsight, that the partnership of services could have done more to protect vulnerable individuals here in Ealing.

Two of these reports have now been published and the learning from another has been shared. The fourth report is very complex and is taking longer to complete but will be published as soon as we are able.

Every such case is extremely tragic, by their very nature, and every review is necessary so we can continually improve and to be accountable for the outcomes of our provision.

The findings of these reviews result in actions for individual services and for us all in the partnership.

In addition to these very sad and disturbing tragedies, in my first few months, I also heard many reports where the partnership has been getting it right for some folk and their families who have been in very real difficulties.

In forthcoming publications and presentations, we will want to hear more and to celebrate the times, where individuals, teams, services, partnerships and communities have got it right. We need to learn equally from when we could have done better, and from good practice.

The priorities we agreed for the Board’s business plan remain the priorities for today, and the whole range of services represented within Ealing’s Safeguarding Adults Board work towards them every day of the year.

We do not expect our current challenges of the economy, the pandemic, case acuity and complexity, staff recruitment and further expectations of resource reduction, will abate any time soon. We also do not expect that all of these challenges can be addressed by the status quo. This period of adversity will require new thinking, significant change to provision and most likely a new relationship between services and those they serve.

Throughout all of this we will seek to ensure the guardianship of “safeguarding” is the business of every employee but also move to support our communities in further protecting themselves. We will be working to achieve a greater awareness of what we as community members can do to support our vulnerable neighbours.

This will be a time of looking outward as well as inward, to find the solutions, not to maintain the status quo, but to do much more with the resources that we do have in abundance. These being the commitment and compassion of both our public and private sectors to care and protect our vulnerable populations.

All of this in very close conjunction, and active partnership with the wider communities of Ealing.

I look forward to taking on the mantle from Sheila Lock our previous Chair and working with you all in the joint venture of safeguarding our vulnerable adults here in Ealing.

Rob McCulloch-Graham

Independent Chair of Ealing Safeguarding Adults Board

## 14. Appendix 1 - ESAB Business Plan on a page

1

### **Tackling Financial Abuse and Exploitation**

Consider all forms of **exploitation** of adults as a priority. This includes scams, financial abuse and cuckooing. We will seek to understand the areas of concern for us in Ealing to enable us to identify what work is required for maximum impact and effect.

2

### **Supporting improved mental health support particularly at key transition points.**

Make **Transitions and Exploitation** a priority so that responses to exploitation of children moving into adulthood are improved and to ensure we consider the impact for vulnerable adults.

3

### **Making Safeguarding Personal**

Ensuring the actions of the Board are informed by the voice of vulnerable adults in Ealing. Promoting a real sense of professional curiosity, in all interactions.

4

### **Embedding the Voice of the Voluntary and community sector and service user in shaping and transforming services.**

Step up our Engagement approach and seek the support of partners to engage with a wide range of people who use health and social care services, members of the public, staff, volunteers, and professionals.

## 15. Making a report

If you are concerned about a person's safety or wellbeing report it.

If you are (or have been) the victim of abuse, or you suspect that someone is being abused, You can:

- Tell a professional that you trust
- Contact the **Social Care Advice and Referral Centre** by:
  - Telephone 020 8825 8000
  - Email [sscallcentre@ealing.gov.uk](mailto:sscallcentre@ealing.gov.uk)
- Contact the [emergency duty team](#)

[Safeguarding adult referral form](#)

**If someone is at immediate risk of harm call 999**

Further information can be found by visiting our website.

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