



## **The LSAB Safeguarding Adults Conference, Wednesday 7 March 2018**

### **Report and feedback analysis**

#### **Introduction**

The annual Isle of Wight Safeguarding Adults Board conference was held on Wednesday 7 March 2018 at Gurnard Pines, Cowes, Isle of Wight; the focus for this year's conference was on Safeguarding and Dementia.

#### **Attendance**

The conference was attended by around 140 delegates from a varied range of sectors (see feedback form table).

#### **Conference Report**

**Margaret Geary, Independent Chair of the IoW LSAB** introduced and chaired the conference.

#### **Speakers and Presentations**

*Presentations and speaker biographies of the speakers will be uploaded onto the IoW LSAB website at [www.iwight.com/SAB](http://www.iwight.com/SAB).*

**Jill Manthorpe, Professor of Social Work and Director of the social Care Workforce Research Unit at King's College London** led the programme with her presentation **Dementia and Safeguarding**. In a far reaching and detailed presentation she spoke about the aspects of dementia that increase a sufferer's vulnerability and the impact that the disease can have on an individual as well as addressing the issue of the impact that abuse has on a dementia sufferer and the risks related to dementia. The presentation also addressed practice responses to the complexities of dementia.

**Inclusion Outright** presented next with '**Vanessa's Story**'. Jane Hughes and Maggie Bennett spoke about the importance of prevention by promoting safer communities and safer organisations and building resilience in communities with agencies working together to provide resources and activities to enable dementia sufferers to live the best lives possible. A piece of forum theatre followed telling Vanessa's story powerfully demonstrating the impact of dementia on relationships and the difficulties experienced by both parties particularly in the initial stages of the disease. Jane went on to speak about how to help dementia sufferers deal with feelings of fear and anger and described the Alzheimer's Cafes held on the Island. Throughout the presentation Jane brought the theoretical into the practical realm by weaving in accounts of her family's experience of dementia.

**Nourishing Minds through Nature** was the presentation brought by **Dr Kim Brown**. Nourishing Minds through Nature is a CIC founded by Dr Brown that has developed resources to address the negative impact that dementia has on how an individual sees, hears, feels, smells and tastes the world around them and how distressing this sensory deprivation can be. She spoke about the positive difference that nature therapy makes to the lives of dementia sufferers.

After lunch the **Sam Clark, chief Executive of the Local Area Coordination Network** gave some background to the network and described its origins and how it works nationally in the UK. **Heather Rowell, IoW LAC Programme Manager** then went on to describe how the LAC Network operates on the Isle of Wight and the benefits to both dementia sufferers as well as other vulnerable people and their families and carers. An insightful film was shown where Island residents were interviewed about the positive differences that the LAC Network had made to their lives.

**Professor Keith Brown, Director of the National Centre for Post Qualifying social Work and Professional Practice at Bournemouth University** gave a very rich and detailed presentation on **Safeguarding, Scams and Mental Capacity**. He spoke with precision as well as humour, passion and enthusiasm; he touched on some very personal experiences of dementia and it would have been impossible to come away from his talk unmoved.

**Julie Woodhouse and Sally Ash of the IoW Trading Standards** followed with a presentation detailing the **IWASP – Isle of Wight Against Scams Partnership** which complemented Professor Brown's talk with a wealth of local information about the type of scams that operate on the Island and several examples of where IWASP had helped victims. They also highlighted the fear that scammers can instil in their victims that make reporting the crime very difficult; they also talked about the circumstances of isolation and subsequent loneliness that make a person vulnerable to this type of crime.

### **Information Stalls**

We were very pleased to have a wide range of agencies displaying information about the resources and services they offer.

### **Feedback**

The feedback form supplied statements on the speakers and programme and provided the opportunity for delegates to comment. Delegates were given a choice of response ranging from 'strongly agree' to 'strongly disagree' and 74 feedback sheets were received from an approximate total of 140 delegates.

Delegates were also asked to give an overall conference rating and choices of response ranged from 'extremely good' to 'very poor'. 24 of the feedback sheets gave an overall rating of 'extremely good', 27 gave a rating of 'very good', 15 gave a rating of 'good' and one gave a rating of 'poor'. Delegates were also given the opportunity to specify what the impact of the conference on their role and work practice would be.

One of the recurring themes on the feedback forms was the problems experienced with the sound and poor visibility of the slides from the back of the room. These comments have been noted and it is very likely that a different venue will be chosen for next year's conference.

## Feedback Analysis

An analysis of the feedback regarding the speakers and the programme is presented in the following table. The most useful talks were those that delegates marked as 'strongly agree' and the least useful talks were those that delegates marked as 'disagree' or 'strongly disagree' to the statements that the session was useful and understandable and that they could take relevant learning back.

Sector	No. of forms	Most/Least useful talks	Impact/Comments
Police, Criminal Justice	4	<p><b>Most useful</b> Safeguarding, Scams and Dementia</p> <p><b>Least useful</b> None selected</p>	<p><b>Impact</b> I will be confident to refer Area Co-ordinators. Have a better understanding of dementia and the effects that it can have on families and victims. <i>To be better at helping and safeguarding victims of scams in my neighbourhood. Knowing more about what the LACs can help with in the community.</i> Rebalanced the role of care homes and the need and contributions they make. Our older service users often have no one to support them and can be seen not as 'worthy' of services. <i>I have a far greater knowledge of services that are available and will be relevant to my role.</i></p> <p><b>Comments</b> Very good day, very informative. Good venue and food. Well organised. <i>Very informative day, really enjoyable. Lovely lunch.</i> Before attending I wondered how much I would be able to use in my role, however I gained something useful from each input.</p>
Independent, Care/Residential Homes	7	<p><b>Most useful</b> Safeguarding, Scams and Dementia</p> <p><b>Least useful</b> None selected</p>	<p><b>Impact</b> Working with people in community this has helped me understand safeguarding adults in a better way. <i>Additional training for staff and introducing dementia training for families. Investigate how we care and support "safe spaces" for people.</i> Although it does not have a direct impact on where I work, it has made me much more aware that as a person it is my responsibility to act on behalf of everyone and made me more aware of what to look for and where to signpost a person.</p> <p><b>Comments</b> Sound system needs to be better. <i>Shame about problem with microphone as very difficult to hear at the back. Otherwise excellent.</i> Powerful and clear presentation. <i>Sadly the theatre is not working due to sound problems – could have done with a proper sound engineer to sort the problem – as the theatre was good idea and I enjoyed it very much. The food was fantastic for lunch.</i> I was sitting at the back and it was impossible to read most of the slides. There was also a draught across my back all day. The problems with the sound system made the day very bitty and difficult to follow. The speakers were very good and interesting.</p>

CCG, NHS	<p><b>Most useful</b> Safeguarding, Scams and Dementia</p> <p><b>Least useful</b> None selected.</p>	<p><b>Impact</b></p> <p>Relevant and added value to my support of my clients <i>Information gained can be used in my role as a CPN offering PDS within the Memory Service</i></p> <p>More knowledge of dementia relating to safeguarding – scamming. More community support available. <i>More awareness of importance of LPA and ADRT, very harrowing presentation by Prof Brown, not just because of the story of his mother. This was the most relevant presentation of the day.</i></p> <p>Think about the impact of my actions may have on an individual. Remembering the ‘person’, not the ‘issues’ and to think about wider support networks enabling clients to remain in their own homes or access appropriate care packages. <i>To take back information learnt especially from Prof Keith Brown’s session to my colleagues. Networking has been useful for the integrated working amongst the community services.</i></p> <p>A great deal of content to take away, consider and share with colleagues. Thought provoking, powerful messages to take away. <i>Very inspiring day – have learnt so much. Have come away from conference with increased enthusiasm for ensuring all aspects of patients care needs are addressed.</i></p> <p>I will take a lot of new information back to the area in which I work. <i>It was a very useful day but sadly due to being seated at the back of the room it is extremely difficult to hear and see. It did help when the air conditioning was turned off.</i></p> <p><b>Comments</b></p> <p>Food was excellent. Sound systems was poor and back tables struggled to read the screen. <i>Poor sound at venue</i></p> <p>The session by James Wilson and Prof Keith Brown could have filled a whole day each, very informative. <i>Highlighted importance of ADL’s – POA and provided good insight on how scams work. Only negative – could not hear from the back of the venue – microphone not working, unable to read the slides.</i></p> <p>Prof Keith Brown was fantastic – could have spent the day listening to him – bravo, very emotional. Shame about the venue! <i>Issue with venue – projector: slides via this were unreadable; sound was intermittent in the first half. Exercise class/toddler group in the room next door during the first half was distracting with noise of instructor/music.</i></p>
Voluntary/3 <sup>rd</sup> Sector	<p><b>Most useful</b> Inclusion Outright – Vanessa’s Story</p> <p><b>Least useful</b> Local Area Coordination – Working with people and communities on their vision of a good life</p>	<p><b>Impact</b></p> <p>Positive <i>Dealing with my clients everyday, assessing their needs and safeguarding all.</i></p> <p>Some good learning of useful information; some very impactful speakers. Feel motivated overall by what I have learned today. Poor venue technologically. <i>To pass on to the carers that I come into contact with.</i></p>

			<p>Thoughts around LPA, NOK, ADRT very useful. Loved the play – really will help me in my work. Best speaker was Keith Brown – shame the IWC higher up people had left by then! What commitment to his part of the Care Act do we have?</p> <p><i>Really helpful information and advice given today. It would have been helpful to have had a few minutes after introductions to have introductions on our tables (between people on the tables).</i></p> <p><b>Comments</b></p> <p>Excellent conference. Good venue. Good speakers. <i>Heartwarming, at times sad and very useful.</i></p> <p>Too many technical issues; sound, microphones, etc. very frustrating and I feel have had an adverse impact on the day. Too many PowerPoints that were too wordy/small – of little use if no one can see/read content. Mix of speakers; some more engaging than others, some more relevant than others.</p> <p><i>Yet again no real understanding of microphones – it is so important but it failed – ruins the day.</i></p> <p>It was a shame with ongoing issues with problems with microphones and sounds ie air conditioning. It would be helpful to know the unit cost of the LAC service. Surprised at the length of time individuals can be supported on the island. I felt this session could have been allocated to a more relevant speaker/found it quite patronising that others don't work in a person centred way or look at strengths/empower people etc. <i>Speakers/programme cannot fault. Technology (i.e. microphone not good, last video on scams).</i></p>
<p>IoW Council: ASC, Public Health, Registered Managers, Local Area Coordination</p>		<p><b>Most useful</b> Safeguarding, Scams and Dementia</p> <p><b>Least useful</b> Safeguarding and Dementia</p>	<p><b>Impact</b></p> <p>.scams presentation brought me real insight. I didn't know about these issues. I was aware of exploitation and org crime but hadn't thought of their impact to other parts of the system.</p> <p><i>Thinking more about transition of children to adulthood and the things they take with them. Common factors between children and adult services and how we could work together more. My own knowledge of dementia is increased considerably. LPA and ADRT info really interesting Keith Brown – best speaker.</i></p> <p>Useful in my field and personally. However must ensure sound is better.</p> <p><i>Excellent conference!</i></p> <p>Increased understanding of scams. Good networking opportunity. Sound system very poor and disrupted the flow of the event.</p> <p><i>Better understanding and insight.</i></p> <p>Very informative and thought provoking. Emotionally hard hitting.</p> <p><i>Greater clarity and understanding of the links between safeguarding and dementia.</i></p> <p>Better informed.</p> <p><i>Professor Keith Brown was very good at informing on his subject.</i></p> <p>More awareness of scams relating to older people within the community and impact of being scammed</p>

		<p>has on individuals.  <i>To ensure the principles of safeguarding are within/embedded fully in my practice and continue to be an important part of the work I do.</i>  Increased awareness of issues such as scamming, ADRT.  <i>Mainly increased awareness of scams – extent of problem and services to help prevent and how we can be vigilant in practice to help tackle problem.</i>  Good networking and furthering knowledge of different areas.  <i>Consider LPA and advanced decision. It would be useful to know what the scamming symbols were so we can identify them.</i>  Great opportunities for all of us to connect and link together to benefit our community.  <i>I will use this information in future practice!</i>  <b>Comments</b>  AV system was problematic both microphones but also projector was blurred so even though I have good vision most words were unreadable.  <i>Sound issues terrible – hurt my ears – but this was a venue issue not an organisers one. Really well organised and interesting conference. Thank you!</i>  Sound was not good unable to hear some of the speakers at all times.  <i>Could not see slides, noise from room next door made it difficult to hear/focus on speakers. Room next door – not sure if exercise studio – due to this venue not good.</i>  <i>Sound system – not good. Lunch – good. Afternoon sessions better as improvement in sound however, still could not see slides. Some very good speakers, it was however a shame that some could not be heard.</i>  <i>Excellent networking opportunities.</i>  Poor sound or none at all.  <i>Would have been good to circulate password for wifi first thing so we could tweet. Water on tables would have been good.</i>  Shame about the sound issues.  <i>Sound issues made it difficult to hear and understand at times!</i>  Fantastic speakers – personal perspectives thought provoking. Poor venue, terrible sound quality and hard to see the slides from the back! A better venue next time please.  <i>Poor sound distracted from some excellent presentations sadly.</i>  Speakers give good and clear information on each subject.  <i>I do not feel the conference addressed safeguarding and dementia enough. Although some of the presentations were ok, I do not feel they addressed the theme of the conference. Technology could be a lot better. It was hard to hear some of the speakers and the slides were not very clear.</i>  Thanks.  <i>Good range of speakers who gave information from varied backgrounds whilst utilising personal issues and</i></p>
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			<p><i>stories to bring information to life. Thank you.</i></p> <p>Sat at back, unable to hear a lot due to mics and babies crying.</p> <p><i>Just technical issues – sound, sitting at back tables meant reading the screen was very difficult.</i></p> <p>Very poor sound – spoilt the morning. Larger/multiple screens needed for slides – again, spoilt presentations.</p> <p>Tea and coffee always cold.</p> <p><i>Sound issues occurred during most sessions throughout the day.</i></p> <p>Prof Keith Brown was inspiring. The noise was distracting during the morning session. Music at breaks too loud. Very good networking event and interesting guest speakers.</p> <p><i>The audio issues really hampered some of the sessions but otherwise it was very interesting.</i></p> <p>Couldn't hear all of the speakers.</p>
No job title or sector given		<p><b>Most useful</b> Safeguarding, Scams and Dementia</p> <p><b>Least useful</b> None selected</p>	<p><b>Impact</b> LPA will be done ASAP!!</p> <p><i>Raised awareness.</i></p> <p>I don't feel I've learnt anything new, except the prevalence of scammers. I will be more conscious of this when speaking to people.</p> <p><b>Comments</b> Sound!</p> <p><i>Venue needs review – screen unreadable, sound dreadful, no parking or public transport links.</i></p> <p>Very informative, learnt a lot.</p> <p><i>Strongly let down by sound complications.</i></p> <p>Sound system was poor. Professor Brown was amazing – very inspirational.</p>

## Conclusion

The conference was a great success, in spite of the technical and sound problems, and provided the majority of those who completed the feedback form with new insights and awareness. The opportunity to network with other professionals was appreciated and the venue lent itself well to that exercise. Feedback comments will be incorporated into the planning for future conferences.

Rachel Watson, IoW LSAB Senior Administrative Officer

21 March 2018