



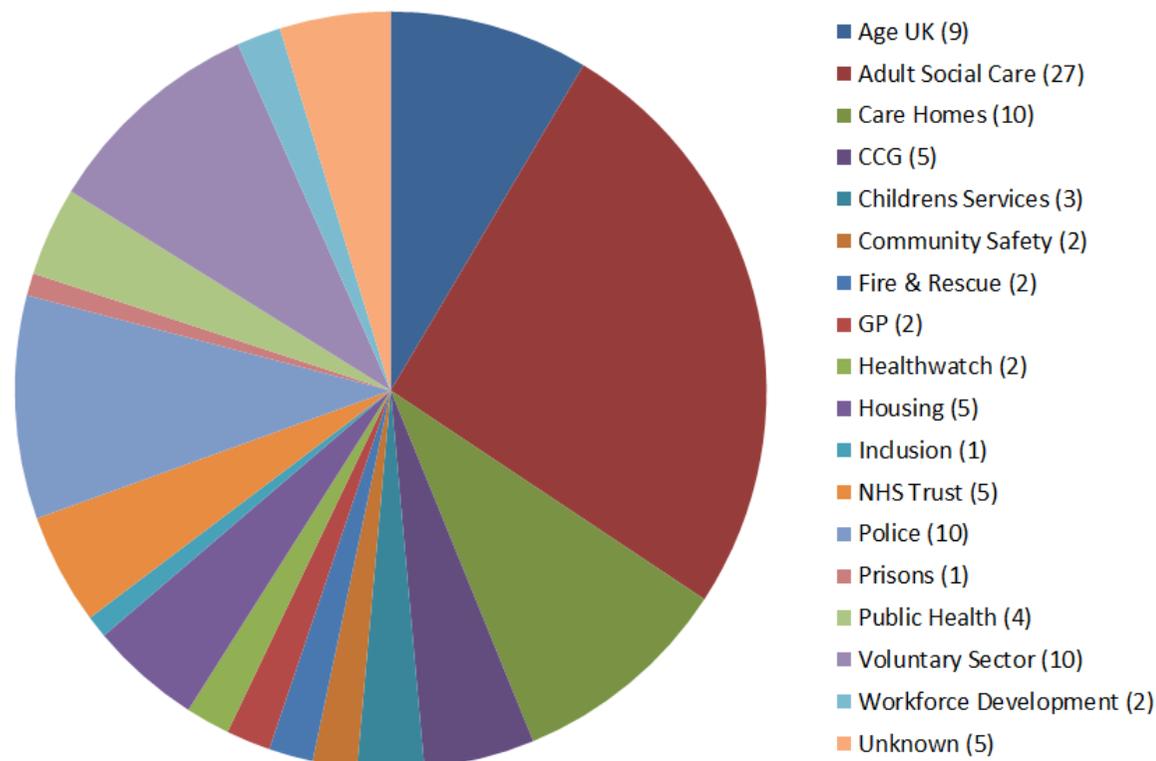
IOW Safeguarding Adults Board Conference, Thursday 7th February 2019

Report

The Isle of Wight Safeguarding Adults Board annual conference was held on Thursday 7th February 2019 at Northwood House in Cowes. The focus for this year's conference was 'Safeguarding Individuals with Chaotic Lifestyles', and referenced a recent Safeguarding Adult Review: Howard. We had a range of speakers from different agencies:

- Dr Carol Tozer, Adult Social Care – *'What have we learned from Howard?'*
- Mark Poingdestre, Inclusion – *'Substance Misuse'*
- Lisa Smith, Research in Practice for Adults - Workshop – *'Balancing Rights and Risks'*
- Jamie Brenchley, IOW Council Housing Needs - *'Homelessness'*
- Megan Karnes, Hoarding UK - *Workshop on Hoarding*
- Melba Gomes - *'Mental Capacity'*

The conference was attended by around 115 delegates from a variety of sectors across the Island. The conference was chaired by Jane Hughes, Safeguarding Consultant to Adult Social Care, and the current Chair of the Safeguarding Boards Quality Assurance and Performance Sub-Group.



Dr Carol Tozer, Director of Adult Social Care, led the programme with her presentation 'What Have We Learned from Howard'. This presentation referenced the recent SAR published by the Safeguarding Adults Board, and focused on how we as practitioners and organisations can learn and improve in response to Howard's story. Adult safeguarding is an 'imperfect science'; however improvement can be made through good professional understanding, good professional capacity, good professional partnerships (not silos), good professional reflection and learning, and good professional leadership. Howard's legacy is one of organisational change – an established MARM process, development of wet provision on the Island, Temporary Accommodation Meetings, bids for additional funding to support rough sleepers and seeking an extension of temporary housing offer. Carol finished by reminding delegates that there are currently other 'Howards' on the Island, and we all owe it Howard not to repeat mistakes.

Our second speaker, Mark Poingdestre from the new substance misuse provider, Inclusion, introduced the service to Island professionals. He advised delegates of their model of intervene early, reduce harm and achieve recovery. He added that their immediate priorities are that the alcohol element of the service is open and functioning well, to supplement and stabilize the staff team, to restructure for service resilience and for the team to work hard to maintain service levels through a period of change. Mark noted that the service regularly call and attend MARMs, and work proactively to engage with individuals.

Following Mark was Jamie Brenchley, the new Housing Needs and Homelessness Team Leader for IOW Council. Jamie played a video from the Salvation Army, which aims to challenges the stereotypes held about homeless people. He emphasised how we should see people, not labels. He added that the numbers of homeless people on the Island has been rising, and described the devastating effects homelessness can have on an individual's health and wellbeing – life expectancy decreased by 30 years, 9 times more likely to commit suicide and 17 times more likely to be a victim of violence. Without having a home, individuals cannot meet their basic, psychological or self-fulfilment needs. Jamie referenced Howard throughout, but also brought along Paul, an individual who had been homeless but was now getting back on his feet. His life story had quite an impact on those attending.

Just before lunch, we had a workshop delivered by Lisa Smith, Assistant Director of RiPfa (Research in Practice for Adults). The workshop was around balancing risks and rights, and showed that the concept of risk was varied across agencies. Lisa highlighted the importance of risk aversion to risk enablement, something which professionals can use in their teams. Key messages were that risk is dynamic, and that risk can never be eliminated, but it can be assessed and minimised. Assessment of risk will be enhanced through accessing several sources of information, including service user and carer perspectives.

Our afternoon session kicked off with Megan Karnes, the founder and CEO of Hoarding UK. We used this opportunity to launch the new 4LSAB Hoarding Guidance, which will be rolled out across the Island and will provide practitioners with guidance and tools. Megan highlighted that hoarding is not a 'lifestyle choice', it is a recognised disorder which can cause individuals great levels of stress if not tackled properly. This was evident through a case study in which the individuals home had been cleared of her possessions by family members while she way away, who thought they were doing it in her best interests. The trauma to the individual was significant, and they needed psychiatric help as a result of the incident. Megan used the clutter index to visually show how clutter becomes hoarding – the scale is also included in our 4LSAB guidance. Megan will be coming back to the Island in the coming months to provide training, and to discuss how to move forward with recognising hoarding on the Island.

Our last speaker was Melba Gomes, who was speaking about mental capacity, with a focus specifically on fluctuating capacity and executive and decisional capacity. After hearing the other speakers, Melba talked through a series of case studies in order to highlight real life situations practitioners may face in their day-to-day work. These case studies reflected some of the situations discussed throughout the day.



Feedback

| | Rated questions about each speaker: | Strongly Disagree | Disagree | No Opinion | Agree | Strongly Agree | Specific Answers/ Comments | Number of attendees who filled out each section |
|---|---|-------------------|----------|------------|------------|----------------|---|---|
| 1 - Dr Carol Tozer - Adult Social Care | The session was useful and understandable | | | | 36 | 36 | very strong introduction | 72 |
| | I can take relevant learning back | | | 1 | 42 | 28 | | |
| Totals for these questions: | | 0 | 0 | 1 | 78 | 64 | | |
| 2 - Mark Poingdestre - Inclusion | The session was useful and understandable | | | 4 | 56 | 12 | | 73 |
| | I can take relevant learning back | | | 7 | 50 | 16 | | |
| Totals for these questions: | | 0 | 0 | 11 | 106 | 28 | | |
| 3 - Lisa Smith - RiPFA | The session was useful and understandable | 1 | | 3 | 45 | 24 | Presentation was good but too long | 73 |
| | I can take relevant learning back | | | 4 | 46 | 22 | | |
| Totals for these questions: | | 1 | 0 | 7 | 91 | 46 | | |
| 4 - Jamie Brenchley - IOW Council Housing | The session was useful and understandable | 1 | | 1 | 24 | 45 | Very Powerful. Thank you Paul. No new information until Pauls story. | 71 |
| | I can take relevant learning back | | | 6 | 30 | 35 | | |

| | | | | | | | | |
|------------------------------------|---|----------|----------|-----------|-----------|-----------|--|-----------|
| Totals for these questions: | | 1 | 0 | 7 | 54 | 80 | | |
| 5 - Megan Karnes - Hoarding UK | The session was useful and understandable | 1 | 1 | 2 | 23 | 40 | Informative & made a real impact. | 67 |
| | I can take relevant learning back | 1 | 2 | 6 | 22 | 36 | Quite difficult to follow, style of delivery. Spoke too quickly. | |
| Totals for these questions: | | 2 | 3 | 8 | 45 | 76 | | |
| 6 - Melba Gomes | The session was useful and understandable | | 4 | 6 | 34 | 12 | Made a complex subject accessible. | 56 |
| | I can take relevant learning back | | 4 | 10 | 33 | 9 | Need the references, no time for Q&A. Rambling during session at times. | |
| Totals for these questions: | | 0 | 8 | 16 | 67 | 21 | | |

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|---|
| Any Additional Comments (Specific/common Comments - Good) |
| Great speakers & variety of topics, the whole day was engaging |
| Great food/drinks, good selection |
| Very informative |
| Good Venue and speakers |
| Superb Catering |
| Really felt all talks were meaningful, person-focused and relevant |
| It is a shame this is not twice a year |
| Well organised and great/passionate speakers. Thank you |
| Jane was an excellent chair |
| Lots to take away and consider how to use in future practice |
| Really good presentations & discussions around real life cases |
| Very well organised - timewise |
| Made me think outside the box, particularly hoarding |
| Need a trainer to deliver hoarding course |
| Excellent networking - would have been useful to have job centre here. |
| Really glad attended, like the fact that it was themed with different sub themed speakers |
| Nice to mix with other professionals |
| Thank you for invite, really enjoyed it. |
| As a firefighter we need more training such as this conference |

| Common comments about our website |
|--|
| Very useful links of information for practice and learning |
| Downloadable documents are very helpful |
| Looks impressive and user friendly |
| Will there be a MARM guidance? |
| Easy to navigate |
| Looking forward to sharing the website with team as a useful tool |
| Only issue is the inability to submit an electronic referral - southampton and portsmouth websites have this ability |
| Fantastic initiative |
| Like the colours and simplicity - if you have a hoarding forum it would make sense to have contact/referral link on this website |
| Looks to be really informative with up to date information and practice guidelines |
| Im going to use it to inform policy at my establishment |
| Believe the website will be really beneficial |

| Any Additional Comments (specific/common comments - Bad) |
|---|
| Very Uncomfortable chairs |
| Very Crowded & chairs uncomfortable |
| More time for questions |
| More input from DV and referral |
| Extra training on hoarding - cross sector |
| Very hot room in PM and screens hard to see from back |
| Larger room would have been better. |
| would have been good to have more information from melba - MCA |
| Room too hot |

| | Very Poor | Poor | Good | Very Good | Extremely good | Number of attendees who filled out each section |
|---|------------------|-------------|-------------|------------------|-----------------------|--|
| How would you rate the conference today | 0 | 0 | 7 | 32 | 25 | 64 |

New Independent Website

The LSAB new Independent Website was launched live at the annual conference. The website features our safeguarding posters on the main page, as well as having a clear 'traffic light' system for making a safeguarding referral. The page has proved to be quite popular, and has the following pages:



Home Page:

- Safeguarding posters on a rolling banner. This will also have additional slides for events such as World Elder Abuse Day, National Safeguarding Week etc.
- Traffic light system for making a safeguarding referral, which has a guide to 'what makes a safeguarding concern', 'I'm concerned about an adult what should i do?', 'Report a concern'.
- Information about who the Board are
- News items
- Live twitter feed

Keeping Adults At Risk Safe:

- Space for 'animated scribe' video
- The aims of adult safeguarding
- Types of abuse and neglect
- Making Safeguarding Personal

Events and Training:

- Current training courses, with booking links and course information
- Information about 'coming soon' courses
- Conferences (past and present) and resources

News:

- SAB news items – publication of new policies, events, new legislations, publication of SARs
- Partner agency news – events, policies, guidance
- National news – national SAR's of interest, new government legislation

Information for Professionals:

- All 4LSAB policies, toolkits and guidance
- National guidance
- Guidance on making a referral

SARs

- All published SARs
- SAR policy
- Information on making a referral to the SAR sub-group

There is also a 'hidden page' which will be going live in the next few weeks called 'Local services' – this page will feature information about Safe Places, as well as signposting to other services available. This will be for individuals who are worried or concerned about someone, but it would not necessarily be safeguarding. We have already received information from Age UK about their good neighbour scheme and some of their other projects which will go here. We are also communicating with Community Action.