



# Newsletter

*Working in partnership to enable adults in Somerset to live a life free from fear, harm or abuse*

## Welcome to the 7<sup>th</sup> edition of the Somerset Safeguarding Adults Board (SSAB) newsletter

As the new financial year rapidly approaches, we've been busy finalising our strategic plan for the year ahead. As with many other Safeguarding Adults Board's we took the decision to produce a 3-year plan, refreshed annually, covering the period 2016 – 2019. This means that 2018/19 will be the last year of the current plan, and the update will reflect the progress we have made as well as a focus on our assurance processes and implementing the recommendations from the recently published Mendip House Safeguarding Adults Review.

We took a conscious decision to delay the publication for this newsletter, originally due in January, in order to incorporate the publication of the Mendip House Review as well as the links to presentations at our annual conference that was held on 09 March 2018. We hope that those of you that were able to attend found it engaging and useful.

This is the 7th edition of our newsletter, and we hope those who have received copies since its launch continue to find it a useful resource and an interesting read. To the new subscribers who've recently signed up to receive copies of our newsletter, a very warm welcome and our thanks for your interest in being part of the local safeguarding community. We always welcome suggestions for improvement, requests for future content or any contributions you'd like to make.

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# News from the SSAB

## Winter 2017/18

The SSAB has met twice since the last newsletter was published. Highlights include:

- Receiving a briefing from CQC on the State of Care nationally and locally
- Signing off the Mendip House Safeguarding Adults Review and following up on subsequent actions
- Receiving an update on the Somerset Partnership NHS Foundation Trust CQC inspection outcome and action plan progress
- Signing off a new Joint Safeguarding Adults Multi-Agency Policy
- Considering the management of people with complex needs who do not require adult safeguarding
- Considering the Newcastle Joint Serious Case Review of sexual exploitation
- Discussing arrangements in place to assure the quality of commissioned services
- Receiving the results of the annual organisational self-audit
- Considering the SSAB's 2018/19 Strategic Plan, including results from public and professional questionnaires

## Prevent

Prevent is part of the UK's counter-terrorism strategy and is designed to help all vulnerable people from being exposed to radicalisation, preventing the potential for future involvement in criminal activities which could involve the potential to harm others. The Prevent strategy covers all types of violent extremism, including the extreme right wing, violent Islamist groups and other causes. Its primary goal is to bring people together from all agencies and members of the community, to offer support to an individual or family who is at risk of radicalisation.



## Key Terms

**Radicalisation** - The process by which a person comes to support terrorism and forms of extremism leading to terrorism

**Ideology** - A set of beliefs characteristic of a group or individual

**Violent Extremism** - Vocal or active opposition to fundamental British values such as democracy, the rule of law and tolerance of different faiths and beliefs.

**Terrorism** - a violent action against people or property, designed to create fear and advance a political, religious or ideological cause to

## How to spot the signs

Vulnerable people are often exploited in a similar way to a person being groomed. Promises are made to them of rewards either materially or by providing a sense of belonging to a group that has similar ideas, which can offer empowerment, glory and confidence. For a person who is at a

vulnerable point in their life and is searching for belonging to a group, that individual who maybe often doesn't realise that they are forming an attachment with these new-found beliefs. Not realising that this new sense of friendship either face to face or online could potentially lead them down the path into extremism or possibly to commit a terrorist act. People may become:

- Isolated - from groups and spending time alone via social media.
- Express feelings that they have no purpose in life and don't belong
- Low self esteem
- Appear to have changes in emotional behaviour
- Change of routines, change in appearance or online activities
- Fixated on an ideology, belief or subject
- Change in language or use of words
- Closed to new ideas / conversations
- "Scripted" speech
- Sense of grievance or injustice (anti-West, anti-capitalist, anti-Muslim or racism) Consider Islamist, Right or Left wing extremism
- Sense of 'them and us'
- Conflict with family over religious views

This is not an exhaustive list but a signpost for potential radicalisation.

## **"It will never happen here...."**

It is a sad fact that radicalisation and terrorism can happen anywhere and vigilance must be maintained when considering those who may be vulnerable to radicalisation in our communities

It is our responsibility as members of the community in Somerset to:

- Explore other cultures and religions and promote diversity
- Challenge prejudices and racist comments
- Developing critical thinking skills and a strong, positive self-identity
- Promoting the spiritual, moral, social and cultural development of those in our community, as well as British values such as democracy.

## **Social Media and its link to radicalisation**

Increasingly, Social media is being used as a method of accessing individuals for the purposes of radicalisation. In addition, vulnerable individuals can use the internet to gain access to information about organisations, ideologies and events without coming to the attention of others. There are practical things you can do to protect yourself and those around you. For example, use filters on the internet to make sure access to violent extremist and terrorist material is restricted and ensure privacy settings on sites such as Facebook and Twitter are reviewed and applied appropriately to avoid personal information being shared with the public and limiting access to profiles.



## **Further information**

[Somerset County Council](#)

[Let's Talk About It](#)

# Male Sexual Abuse

Adapted from information published by [survivorsuk.org](http://survivorsuk.org)

## What is Male Sexual Abuse?

From a legal perspective, sexual abuse of men can be divided into two categories: abuse against children and abuse against adults.

**Abuse against children:** Abuse against children (up to the age of 16) is generally referred to as Child Sexual Abuse (CSA) and happens when an adult or older adolescent uses a child or younger adolescent for sexual stimulation. CSA can take many forms including asking or pressuring a child to engage in sexual activities (regardless of the outcome), exposure of the genitals to a child, displaying pornography to a child, actual sexual contact with a child, physical contact with the child's genitals, viewing of the child's genitalia without physical contact, or using a child to produce pornography.

**Abuse against adults:** Abuse against adults falls into the following broad categories:

- **Rape:** Under the Sexual Offences Act 2003, it is an offence for any male to penetrate with his penis the vagina, anus or mouth of a female or male without their consent. Male rape became recognised in law in 1994 but the 2003 legislation made victims of rape gender neutral.
- **Assault by penetration:** This happens if any male or female penetrates the vagina or anus of another person without their consent. The offence is committed where the penetration is by a part of the body (for example, a finger) or anything else (for example, an object) for sexual intent.
- **Sexual assault:** Where any male or female intentionally touches another person sexually without his or her consent.

## Who can it happen to?

Quite simply, it can happen to anyone

## How often does it happen?

Much more often than people think. Figures published by the Office for National Statistics (2007) tell us that at any given time 11% of boys under 16 are victims of some form of sexual abuse. At current population, that's over 700,000 victims. This indicates that there are in excess of 2 million adult male survivors of childhood sexual abuse in the UK. The same reports tell us that in adulthood, 3.5% of men have been sexually assaulted, constituting 905,000 assaults and 120,000 rapes.

## Some Myths and Realities

**Myth:** Men can't be sexually abused. **Reality:** They can. Any man or boy can be sexually assaulted regardless of size, strength, appearance or sexual orientation.

**Myth:** If you were drinking or taking drugs, it was your fault. **Reality:** Nothing anyone does entitles another person to take sexual advantage of them. If someone has been drinking or taking drugs and been sexually abused, that doesn't make it their fault or mean that they asked for or deserved what happened.

**Myth:** Only gay men and boys are sexually abused. **Reality:** Heterosexual, gay and bisexual males are equally likely to be sexually abused. Being sexually abused has nothing to do with current or future sexual orientation. Sexuality has no more to do with being abused than being



robbed.

**Myth:** Only gay men sexually assault other men. **Reality:** Most men who sexually assault other men identify themselves as heterosexual. This fact helps to highlight another reality — that sexual assault is about violence, anger, power and control over another person, not lust, desire or sexual attraction.

**Myth:** Men cannot be sexually abused by women. **Reality:** Although the majority of perpetrators are male, men can also be sexually abused (though not legally raped) by women. Research (American, Canadian and Australian) indicates that up to 25% of sexual abusers of all children are female. The same studies tell us that women are responsible for about 40% of sexual abuse of boys.

**Myth:** Erection or ejaculation during a sexual abuse means the victim “really wanted it” or consented to it. **Reality:** Erection and ejaculation are physiological responses that may result from mere physical contact or even extreme stress. These responses do not imply that the victim wanted or enjoyed the assault and do not indicate anything about their sexual orientation. Some abusers and rapists are aware how erection and ejaculation can confuse a victim of sexual assault — this motivates them to manipulate their victims to the point of erection or ejaculation to increase their feelings of control and to discourage people from telling their story.

**Myth:** Being sexually abused will make the victim an abuser. **Reality:** The vast majority of men who have experience childhood abuse or adult assault rape do NOT go on to sexually offend against children or other adult men. Statistical analysis is unreliable and current thinking is that the figure is around 5%.

## What common effects do survivors of male sexual abuse experience?

There are no distinctive signs that all survivors exhibit – no diagnostic checklist that will tell you if someone has been, or is being, sexually abused. Sexual abuse affects everyone differently. The signs of male sexual abuse are internal and deeply personal – they influence a man’s relationship with himself and with others.

Psychological defences like repression and denial can make it even more difficult for survivors to understand, comprehend or even acknowledge what happened to them.

Among survivors there are common themes of addictive and self-harming behaviours, as well as issues with intimacy and relationships. However, these are not specific to sexual abuse and may manifest for a number of reasons. They include:

- Men who have been sexually abused might separate sex and intimacy – considering it too dangerous to have an emotionally interdependent relationship.
- Before the reality of sexual abuse can be acknowledged and a healing process started, a
- survivor may need to address any destructive behaviours coping and coping mechanisms first.
- Some secondary problems that survivors may exhibit:
- Issues around the use of alcohol and/or drugs
- Sexual addiction or compulsion
- Struggles and difficulties in relationships
- Rage and anger problems
- Behaviours that resemble post-traumatic stress

This list is by no means exhaustive as sexual abuse affects every survivor differently.

## Further information

[SurvivorsUK](#)

[Somerset and Avon Rape and Sexual Abuse Support \(SARSAS\)](#)



# Pressure Ulcers and the interface with a Safeguarding Enquiry

Pressure ulcers (also known as pressure sores or bedsores) are injuries to the skin and underlying tissue, primarily caused by prolonged pressure on the skin.

They can happen to anyone, but usually affect people confined to bed or who sit in a chair or wheelchair for long periods of time.

Pressure ulcers can affect any part of the body that's put under pressure. They're most common on bony parts of the body, such as the heels, elbows, hips and base of the spine. They often develop gradually, but can sometimes form in a few hours.

The Department of Health and Social Care has published a protocol on pressure ulcers and the interface with a Safeguarding Enquiry.

The protocol provides a framework for health and care organisations to draw on when developing guidance for staff in all sectors and agencies that may see a pressure ulcer. It should be applied to pressure ulcers reported by anyone including care providers, clinicians, anyone undertaking safeguarding enquiries, unpaid carers, relatives and individuals themselves, as any tissue damage resulting from pressure should be considered.

## Further information

[Read the protocol](#)



# Domestic Abuse

## What is Domestic Abuse?

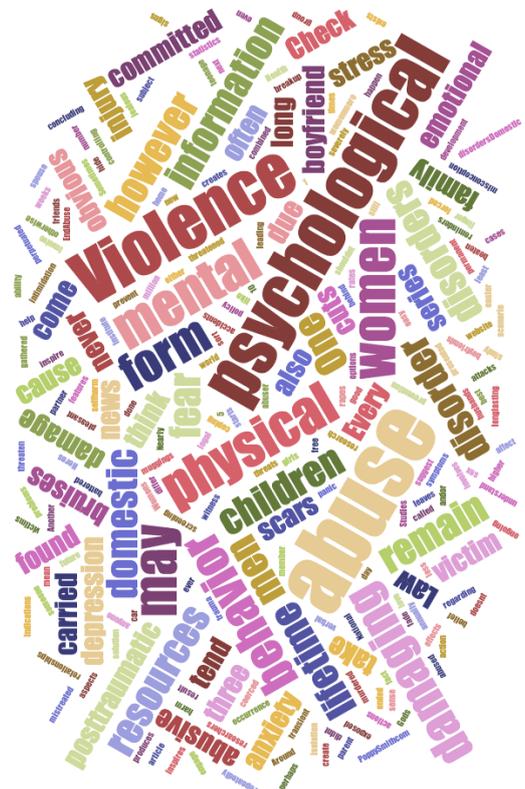
Domestic abuse is: 'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.' It can include harassment, stalking, forced marriage, honour-based violence and female genital mutilation.

The definition applies to any person aged 16 years and over, and family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step family.

Domestic abuse typically involves:

- Controlling, coercive or threatening behaviour
- Violence
- Psychological, physical, sexual, financial or emotional abuse between adults over 16 years old who are, or have been, intimate partners or family members

The police take domestic abuse very seriously and they have powers to act.



## Who can it happen to?

Domestic abuse occurs across all of society, regardless of age, gender, race, sexuality, wealth or geography. At some point in their lives, it will affect:

- One in four women
- One in six men

## Think Family

- Children often witness incidents and they can sometimes be physically hurt too
- Experience of domestic abuse can leave children confused, distressed, guilty, helpless and worried
- It can impact many aspects of their life, such as school and relationships

## Remember

- Domestic abuse is rarely a one-off event and controlling and abusive behaviour may be on-going. There are specialist organisations, which can offer help, support and practical advice to anyone regardless of gender, ethnicity or age
- Remember that abuse is a crime and can be dealt with through the police and courts

## Help for people who are experiencing domestic abuse

Somerset has a confidential local specialist service that can help people experiencing (or who have recently experienced) domestic abuse.

The Somerset Integrated Domestic Abuse Service (**SIDAS**) aims to help keep victims safe, and includes:

- Emergency housing
- One to one support in the community
- Programmes to help break the cycle of abuse

The Somerset Domestic Abuse Helpline (0800 69 49 999):

- Provides confidential help, support and information for anyone worried about themselves, a friend, relative or colleague experiencing domestic abuse and violence
- Is accessible to all, regardless of age, ethnicity, gender, disability or sexuality

## What other information is available?

There are specialist organisations which offer support and practical advice. Their services are confidential, and in many cases, completely free. Useful numbers are available in the 'Links to other services' section of the Somerset Survivors website.

## Further information

[Somerset Survivors](#)

[Somerset Domestic Abuse Strategy 2017 –2020](#)



# Business Manager Blog

Many of you will by now have read the Safeguarding Adults Review of Mendip House – if you haven't please find some time to do so as it contains important learning that goes way beyond the care of people living in residential care homes.

I first read a draft copy of the Review shortly after moving into post in September 2017 and could not help feeling the same types of emotions as I did while watching the episode of Panorama that exposed the abuse at Winterbourne View. Putting to one side the specific circumstances at Mendip House, I despaired that I was once again reading that people had been failed by agencies who had placed them into a service and then done so little to ensure that they were receiving good care.



As we moved towards publication what struck me most was a lack of engagement from some of those same agencies to do things that, from my own experience, members of the SSAB would do as a matter of course – such as making the people who would be affected by the report and their families aware of the publication. None of us would want to become aware of a report concerning our care or that of a loved one through the media, yet that was the position that people were almost put in by some of the placing agencies. For me it has always been highly questionable whether placing a vulnerable person sometimes hundreds of miles from their family and community is the right thing to do, yet throughout the UK people continue to be placed 'out of sight, out of mind' long distances away from their families and communities by Commissioners who then fail to adequately monitor their care and I expect this to continue to be a significant piece of work for the SSAB going forward.

Moving away from Mendip house our annual conference took place on 09 March. You can access all the presentations [here](#), but I wanted to take this opportunity to publicly thank everyone who helped make it happen. I finished going through all the feedback sheets that we received afterwards a few days ago and the majority of those who attended indicated that it has a positive impact on their understanding of the areas of safeguarding practice covered. There were positive comments about all the presentations, but one of the things I took away was the impact that being scammed can have on the long-term independence of vulnerable people. As Professor Brown emphasised during his presentation any one of us can become the victim of scam, so please help to protect yourself and others by reading the section on scams.

Finally, time doesn't stand still and our Learning and Development subgroup has already started making plans for our 2018/19 conference. Thank you to everyone who made suggestions for future content, although there were too many to repeat here these included people's experiences of being safeguarded, domestic abuse, FGM, safeguarding people with capacity or temporarily lacking capacity, multi-agency working, constipation and physical health. If you have any additional suggestions please send them to [ssab@somerset.gov.uk](mailto:ssab@somerset.gov.uk).

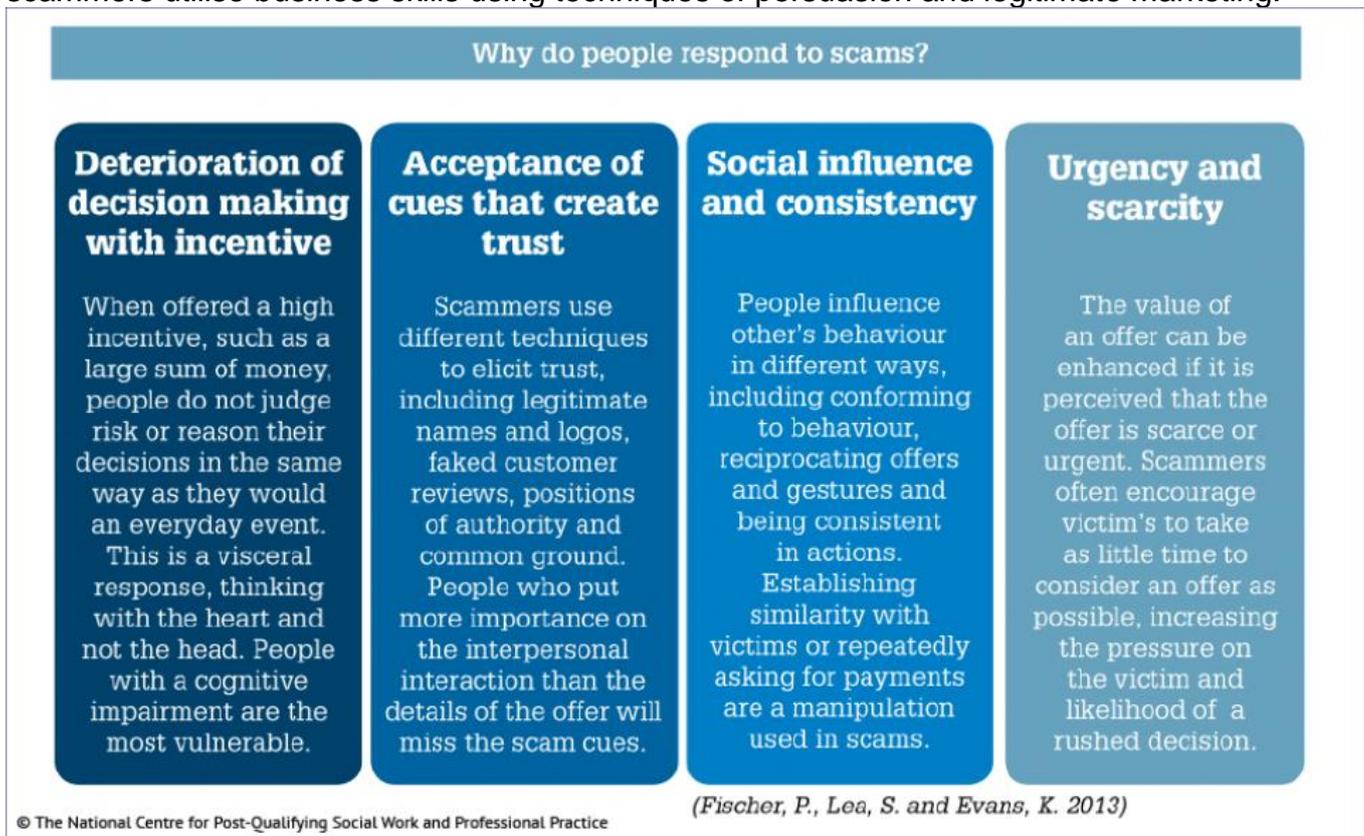
I look forward to continuing to work with you and the Board

# Financial Scamming

Financial Scamming is a growing problem for society and vulnerable people in particular. The National Centre for Post-Qualifying Social Work and Professional Practice have been working in partnership with key national organisations and politicians to develop further research and raise awareness of financial scamming to develop a better understanding of this crime, and the information below has been adapted from its publications.

## What is financial scamming?

Scams are a form of fraud or financial abuse designed to extort money from people using misleading or deceptive 'selling' techniques. Scams are often disguised as business practises that rely on the premise of false promise. They offer, for example, a product, investment or relationship that either does not exist, or the value is considerably less than advertised. The 'success' of scams rely on the victim choosing to respond or participate. To make the transaction appealing scammers utilise business skills using techniques of persuasion and legitimate marketing.



## What are the different types of scam?

Scammers use a wide range of techniques, methods and communication media to make contact with victims. This means many different types of scams evolve as technology develops. Scams are designed to appeal to different people in a variety of circumstances, for a range of motivational reasons. For example, an investment scam may appeal to someone with capital who is looking to invest in a business opportunity, whereas a clairvoyant scam may appeal to someone recently bereaved. Here are some of the most common:

- **Lottery or prize draw scams:** Victims are notified that they have won a large prize on a lottery or draw that they didn't enter. To claim the winnings victims must send a fee to release the funds or cover taxes.
- **419 scams:** Victims are offered a share in a large sum of money in return for helping to transfer it out of the country. Once scammers have bank account details they empty the accounts.
- **Romance scams:** Involve fake online dating or chat rooms which groom the victim by building

an online relationship. Victims are often persuaded to hand over money to help their 'partner'.

- **Clairvoyant scams:** Lure victims by offer of a contact with a deceased relative or a prediction of their future - bereaved individuals may be particularly susceptible.
- **Catalogue scams:** Sell 'miracle cures', products and vitamins at bargain prices. Products either do not arrive or are of little or no value. Victims are sometimes entered into a fictitious prize draw as an incentive to continue ordering products.
- **Charity scams:** Pocket donations, use details to access accounts and use premium rate phone numbers.
- **Pension scams:** Pension liberation schemes target older people by offering to convert pension benefits to cash benefits. Victims pay high fees and often face tax bills as a result of such schemes.
- **Investment Scams:** Investment opportunities offered in products such as wine, diamonds and land. These are high loss scams where the products are either non-existent or of low value.
- **Recovery Room Scams:** Victims who have already lost money to an initial investment scam are contacted again to be told that their investments can be recovered on payments of further fees or on purchase of other commodities.

Scams can be carried out in many different ways. Some of the most common are:

- **Mail Scams:** Scammers commonly contact people through the post. Some victims, particularly older people, receive hundreds of scam letters a week. Despite the growth of the internet there is no evidence to suggest a reduction in mail scams. Common mail scams include lottery and prize draw scams, Nigerian letter scams, clairvoyant scams and catalogue scams.
  - ✗ Don't pay anyone in advance for a prize or cash sum.
  - ✗ Don't send money abroad or to someone you don't know.
  - ✓ Check for poor spelling and grammar.
  - ✓ Ask about the Mail Preference Service. This will not prevent all scam mail or international mail.
- **Doorstep Scams:** Scammers commonly pose as legitimate doorstep sales people and attempt to sell goods or services that are of poor quality, unnecessary, faulty, overpriced or which do not exist. In some cases victims are unaware of the inflated price for goods or services. Victims are often billed for services that they did not ask for or which were worth considerably less. Doorstep fraudsters put people under pressure and can appear friendly, polite and trustworthy.
  - ✗ Don't pay for any agreed goods or services up front.
  - ✗ Don't immediately agree to any offer or service.
  - ✓ Get all agreements for any goods or services in writing up front.
  - ✓ Check credentials such as ID, address and telephone numbers.
- **Telephone Scams:** Scammers commonly make contact over the telephone to obtain personal details. These scams are referred to as 'vishing' and are becoming more prevalent. Common telephone scams include courier scams, pension scams, investment scams and charity scams. Courier scams are evolving into different variations. It usually consists of two parts; firstly scammers cold call, claiming to be from the bank or other authority and persuade victims to offer their PIN. Secondly, scammers send a fraudulent courier to pick up their bank card which will also give them their address.
  - ✗ Don't return a call without calling a friend first or using another telephone.
  - ✗ Don't give out your PIN to anyone.
  - ✓ Ask about the Telephone Preference Service. This will not prevent all scam calls or international calls.
  - ✓ Install a call blocker.

- **Online Scams:** The internet has extended the reach of scammers enabling them to contact potential victims around the world whilst retaining their anonymity. Online scams are diverse and include identity theft, internet auction fraud, scam investment opportunities, romance scams and pension scams.

- ✗ Don't send confidential personal or financial information by email.
- ✗ Don't respond to any emails requesting money, or to have money transferred into your account by someone you don't know and trust.
- ✓ Do thoroughly research all investment opportunities and consult trusted family and friends before parting with any cash.
- ✓ Do break off all contact with the scammers immediately.

## Further information

[National Centre for Post-Qualifying Social Work and Professional Practice resources on financial scamming](#)

[Friends against scams](#)

## Learning Lessons

### National: Newcastle Joint Serious Case Review of sexual exploitation

On 23 February 2018, the Newcastle Safeguarding Adults Board (NSAB) and the Newcastle Safeguarding Children Board (NSCB) published a Joint Serious Case Review to consider and learn from sexual exploitation involving children and young adults in Newcastle.

The report makes 33 recommendations – 18 for local agencies and 15 for Government, the NHS and the Crown Prosecution Service. Some of the key learning points include: the complex nature of sexual exploitation; the extreme and long-lasting impact it has on victims; that sexual exploitation happens to adults as well as children; and difficulties in identifying and preventing exploitation.

Whilst the Review has considered victims of sexual exploitation resident to Newcastle, the learning is equally important to practitioners, partners and politicians across the country. The review reinforces the message to everyone that “if you do not recognise sexual exploitation of children and vulnerable adults in your area it is because you are not looking hard enough.”

The SSAB considered the review at its meeting on 08/03/2018 and has established a task and finish group to consider the contents of the Review and identify learning and recommendations for Somerset.

### Further information

[Read the full report](#)

### Regional: Review of SARs and Adult SCRs in the South West by Professor Michael Preston-Shoot

#### Background

This project undertook an analysis of the nature and content of 26 Serious Case Reviews (SCRs) commissioned by Safeguarding Adults Boards in the South West region from 01 January 2013 up to the implementation of the Care Act 2014, and 11 Safeguarding Adult Reviews (SARs) commissioned and completed by Safeguarding Adults Boards in the South West region since implementation of the Care Act 2014 on 01 April 2015, up to 31 July 2017. Therefore, the overall sample was 37 reviews. Of the fourteen Boards, thirteen submitted serious case reviews for analysis, in numbers varying between one and five. Five submitted safeguarding adult reviews for

analysis, in numbers varying between one and five. One Board did not submit any material for analysis.

The thematic review was designed to identify and analyse common themes identified by serious case reviews and safeguarding adult reviews, and to learn from the process of commissioning and assuring learning from the reviews. The thematic review provides an index for establishing a repository of reviews and uses existing quality standards to appraise completed reports and inform future commissioning.

## Conclusions

- Each review demonstrated a complex pattern of shortcomings that impacted on the case under review. Typically, the focus fell on all layers of the system, from individual interaction through to interagency governance, but less frequently beyond to the broader policy, legislative and economic contexts which directly affect SABs and their partner agencies, and impact profoundly on practice.
- Learning from reviews is rarely confined to isolated poor practice on the part of the practitioners involved. The repetitive nature of the findings and recommendations within this sample and across other studies suggests that organisational context and interagency collaboration and governance, combined with structural, legal, economic and policy arrangements, all impact on practitioners and managers across all agencies. It is in this context that clear themes within this study, such as autonomy and the duty of care, out of area placements, care home standards and regulation, unmet need and dual diagnosis should be understood, if change is to be effectively implemented.
- The key challenge for SABs therefore, in their mission to prevent future similar patterns from occurring, is to be proactive in implementing recommendations relating to local policy, procedures and practices, but also then in auditing the impact of that implementation on practice and the management of practice. Another challenge for SABs is to involve regional and national policy makers in order to promote whole system contribution to service development.

## Recommendations

- That South West SABs, in partnership with South West Association of Directors of Adult Social Services (SW ADASS) consider establishing a task and finish group to review available quality markers of a good quality report, with a view to adopting them for quality assurance of future SARs.
- That South West SABs:
  - Monitor SAR referrals and their outcomes to check that SARs referred and commissioned over time are broadly representative of the pattern of reported incidence of forms abuse and neglect in their locality;
  - Review safeguarding procedures and guidance in the light of learning from the report;
  - Review SAR guidance in the light of the learning from the report, including the question of CQC involvement in reviews, and the development of a framework for decision-making about commissioning;
  - Consider how best to reflect and learn from the perspectives of family members about the review process and the findings/recommendations;
  - Share the outcomes of the review at future annual adult safeguarding conferences;
  - Consider how to use regional networks and how to involve national policy-makers to promote a whole system contribution to service development.
- That South West SABs in partnership with SW ADASS consider dissemination of the report.
- That South West SABs facilitate discussion and the development of guidance regarding:
  - Thresholds for commissioning different types of review;
  - Indications for the choice of available methodologies;

- Management of parallel processes;
- The interface with SCRs and Domestic Homicide Reviews (DHRs) when the criteria would be met for such reviews alongside those for a SAR;
- Protocols for cross-boundary working, with particular reference to information-sharing regarding care home providers, and notification and subsequent review of placements “out of authority”;
- Standards of good practice with respect to prevention, detection and reporting of organisational abuse and neglect;
- Standards of good practice with respect to working with adults who self-neglect.
- That South West SABs, with SW ADASS consider working together on further studies regarding:
  - How thresholds for commissioning SARs are being interpreted;
  - The impact and outcomes of SARs commissioned and completed by South West SABs;
  - The advantages and limitations of different methodologies in the light of learning from the report;
  - How to facilitate transparency of information-sharing and candid analysis in IMRs, panel discussions and learning events, in order to promote service and practice development;
  - Quality assurance of final reports;
  - Effective implementation and tracking of the outcomes of review recommendations.

## Further information

[Read the full report](#)

[View the presentation by Professor Michael Preston-Shoot](#)

## Local: Mendip House Safeguarding Adults Review

### Background

On 08 February 2018, the Somerset Safeguarding Adults Board published a Safeguarding Adults Review in to the mistreatment and abuse of residents by staff at a care home for people with autism in Somerset run by the National Autistic Society. The Review was written by Dr Margaret Flynn, who also undertook the Serious Case Review of Winterbourne View Hospital in South Gloucestershire.

All the residents at the care home, Mendip House, and the wider Somerset Court campus on which it was situated, were placed by over 30 different Local Authorities and Clinical Commissioning Groups as far away as Aberdeen. None of the people placed at Mendip House were Somerset residents and parallels have been drawn with Winterbourne View by Dr Flynn, albeit without the cameras.

### Findings

- Somerset Court is a dated, single-site “campus” model of service provision which sources residents with diverse support needs from around the UK.
- The unprofessional and cruel behaviour of a “gang” of male employees at Mendip House home did not suddenly occur, and action could and should have been taken by the National Autistic Society earlier.
- Neither the history of safeguarding referrals nor Care Quality Commission inspections revealed the cruelty of employees or the failures of management oversight.
- People were placed at Mendip House as a result of the detrimental practice “place hunting” by Commissioners. It does not appear that the agencies that commissioned the placements asked searching questions about the benefits of residents being placed there, or received detailed accounts of how fees were being spent on their behalf.
- Care planning was poor. Decisions about continuing placements by the agencies

commissioning the placements at Mendip House were not based on data such as what was being achieved with, and on behalf of, individual residents.

- There can be no confidence that there is sufficient capacity in speech and language, psychology, behaviour support, learning disability nursing and psychiatry services to meet the needs of unknown numbers of adults who are placed by Commissioners outside their own localities.

## Recommendations

1. The Department of Health and Social Care, NHS England and the Local Government Association are requested to:
  - prepare consultations to regulate commissioning;
  - include in those consultations the role of ‘lead commissioner’ who will assume responsibility for coordination when there are multiple commissioning bodies of a single service and assume responsibility for ensuring that individual resident reviews start with principles and make the uniqueness of each person the focus for designing and delivering credible and valued support;
  - include in those consultations the expectation that commissioners must notify the host authority of prospective placements;
  - set out in guidance the remit, powers, structure and enforcement resources of all agencies immersed in the task of achieving better lives for adults with autism;
  - assert a new requirement to discontinue commissioning and registering “campus” models of service provision
  - assert a new requirement for (a) formal consultation with Local Authorities with Social Services responsibilities and Clinical Commissioning Groups regarding all planning applications for building residential services that would require registration with the Care Quality Commission to operate, and (b) to decline planning permission for types of service provision for which there is no local demand and which fail to “think small” and “think community.”
2. The Department of Health and Social Care, NHS England and the Local Government Association be advised of the actions that Somerset County Council intends to take to address the detrimental persistence of “place hunting” by commissioners. That is, to require commissioners to:
  - fund essential monitoring and reviewing processes;
  - fund residents’ access to local health services, most particularly community health services;
  - identify a lead commissioner.
3. Since it is unlikely that the Care Quality Commission would register this model of service now, Somerset Safeguarding Adults’ Board should write to the Care Quality Commission requesting that it (a) makes this fact explicit in its inspection reports; (b) undertakes more searching inspections of such services; and (c) does not register “satellite” units which are functionally linked to “campus” models of service provision.
4. A Memorandum of Understanding is negotiated by Somerset County Council whereby the aggregate-level information concerning grievances, disciplinaries and complaints, for example, gathered by providers is shared with the Care Quality Commission and pooled with that of local authorities’ safeguarding referrals, the “soft intelligence” of Clinical Commissioning Groups, the police and prospective commissioners. The “search costs” of information seeking, negotiating access, processing and storing are excessive – this is most particularly the case when Section 42 inquiries are invoked
5. The Care Provider Alliance, with the support of the Care Quality Commission and Skills for Care, issue its members with guidance on how the role of responsible or nominated individual in supervising the management of the regulated activity should be performed in respect of quality assurance and safeguarding.

## Next steps

Following publication of the review our Independent Chair, Richard Crompton, will be writing to the Department of Health and Social care, Local Government Association, Care Quality Commission and Care Provider Alliance. Richard has also briefed other Independent Chairs in the South West and met with local commissioners who are responsible for placements in care homes inside and outside of Somerset to understand levels of assurance. While the number of people currently placed outside of Somerset by Somerset commissioners is relatively small, the SSAB will be putting arrangements in place to monitor assurance as part of its strategic plan for 2018/19. In terms of those people currently placed in to Somerset by commissioners based elsewhere in the UK the picture is currently less clear, and this will be a focus of work over the coming months. A Practice Briefing Note has also been produced based on learning identified by Dr Flynn and Somerset County Council's Reviewing To Improve Lives team.

## Further information

[Read the full report](#)

[View Practice Briefing Note](#)

## Online Hate Crime

Hate crime can take many forms, from physical attacks, threats, harassment or intimidation to criminal damage. There is lots of evidence of online hate crime too, where social media in particular is used to inflict abuse on others. It is sometimes less clear that you've experienced a hate crime online as it can be confused with offensive material or bullying – like when people make prejudiced comments or offensive jokes.

Avon and Somerset Constabulary have published advice on how to identify and deal with hate crime online:



## Notice

It's important to notice when something is illegal and recognise the difference from offensive content.

- It is offensive or illegal? Whilst you may come across content on the internet which may offend you, it may not actually be illegal.
- So, what is illegal? Content on the internet can be illegal when it threatens or harasses a person or group of people. If it is posted because of hostility based on race, religion, sexual orientation, disability, transgender or gender then we consider it to be a hate crime.
- If you think you may have been an offender, take steps to rectify the situation. Think, delete, say sorry and learn.

## Offer support

If you think someone has been a victim of hate crime online here are a few tips on how to offer support.

- Like supportive comments to show solidarity.
- "I just read a post sent to you that was really wrong. Are you okay?" Privately message the victim to show your support.
- If the victim is your friend, suggest taking a break from social media and do something offline together to take their mind off it.
- Well that escalated quickly... Defuse the situation using humour. A well placed humorous image can halt a hateful thread and a meme can prevent things getting out of hand.

## Tell

There are several options for reporting hate crimes or hate incidents online.

- Report it to the website administrator. Most websites do not allow comments, videos and photos that offend or hurt people and popular websites such as Facebook, YouTube or BBC News have simple ways for you to complain about a page or video, otherwise, look out for their 'contact us' page or 'report this page' button.
- If the content is illegal or if you have been a victim of a hate crime, report it to the police using the True Vision website [www.report-it.org.uk](http://www.report-it.org.uk).
- Report it to the hosting company. Here is advice from [Twitter](#) and [Facebook](#).
- How to report a hate crime to the police. Anyone with information about a hate crime is asked to report it either by calling 999 in an emergency or 101 in a non-emergency or in person at a police station.  
If you feel you can speak to the police, the best way to do so is on the phone or in person, however if contacting them online is the safest way for you to get in touch, you can complete and [online reporting form](#). If you don't want to contact the police directly please use an independent agency or report it online at [www.report-it.org.uk](http://www.report-it.org.uk)



## Further information:

[Avon and Somerset Constabulary](#)

[For information on staying safe online visit Get Safe Online](#)

Get Safe Online is the UK's premier source of information and advice for the public and small businesses on keeping safe and secure online. A joint initiative between the Government, National Crime Agency and other law enforcement agencies, and private sector organisations from the worlds of technology, communication, retail and finance, Get Safe Online offers free, impartial, easy-to-follow advice via its website, media and outreach activities and network of partners.

## Think Family – learning from Children's Services



### SSCB Newsletter



We encourage our readers to have a look at the [latest newsletter](#) to be issued by the Somerset Safeguarding Children Board. The latest edition includes information about multi-agency 'One Teams' and Early Help, Children Missing Education and much more.

Their latest Learning Bulletin, ['Things You Should Know'](#), focuses on what we can learn from examples of good practice and includes a recent safeguarding conversation, and a case study providing a family with early help.

# National News and headlines

## March 2018

[CQC publishes report on the state of care in independent online primary health services](#)

[Consumer loses £600k in conveyancing scam](#)

[Modern Slavery Helpline publishes statistical report for Q4 2017](#)

[Community Care: "Hoarding and mental capacity: key points for social workers"](#)

[4th edition of 'The Little Book of Big Scams' has been launched by Metropolitan Police](#)

[Home Office publishes Domestic Abuse Bill consultation](#)

[Community Care: Government "will legislate to replace Deprivation of Liberty Safeguards"](#)



## February 2018

[National FGM Centre launches FGM Assessment Tool](#)

[BBC News: "Richard Handley: 'Gross failures' in constipation death"](#)

[Avon and Somerset Constabulary publishes advice on avoiding scams](#)

## January 2018

[First newsletter published by Independent Inquiry Into Child Sexual Abuse South West Inquiry Office](#)

[Safeguarding Adults Review library project proposes focus on systems learning](#)

[NHS app developed containing resources for safeguarding adults and children](#)

## December 2017

[Lincolnshire financial abuse report calls for better adult social care understanding of coercion and control](#)

[Community Care: "Safeguarding adults who have mental capacity: key principles"](#)

[New LGA resource published: "Making Safeguarding Personal: what might 'good' look like for health and social care commissioners and providers?"](#)

[Compassion in Dying publishes What now? Questions to ask after a terminal diagnosis](#)

## November 2017

[Evening Standard: Londoner to be charged with causing FGM in landmark UK prosecution](#)

[Three people convicted of modern slavery offences linked to nail bars following police inquiry which began in Bath](#)

[Community Care: "Mental capacity: the principle of 'all practicable steps'"](#)

[Plymouth Safeguarding Adults Board publishes Safeguarding Adults Review containing important learning regarding people who self neglect](#)

[Let's Talk About It site launched containing information about both Channel and Prevent, as well as what you can do if you fear someone is at risk of being radicalised.](#)

# Training and Development

It is the responsibility of all organisations to ensure they have a skilled and competent workforce who are able to take on the roles and responsibilities required to protect adults at risk and ensure an appropriate response when adult abuse or neglect does occur. The SSAB does not provide any single or multi-agency training.

## **Social Care Institute for Excellence: e-learning**

[e-learning: Adult Safeguarding Resource](#)

[e-learning: Mental Capacity Act](#)

### **Other resources**

[Unseen Modern Slavery training](#)

[Home Office Prevent e-learning](#)

[Home Office FGM \(Female Genital Mutilation\) e-learning](#)

**Real Safeguarding Stories** is a learning tool dedicated to raising awareness of safeguarding issues. By telling compelling stories based upon real life events, it helps professionals understand these complex issues. Understanding and relating to these stories is the first step towards individuals and organisations being better able to support those at risk. On this website you will find a series of videos, each exploring different aspects of safeguarding – including child and adult safeguarding, and domestic abuse. These are based on the experiences of professionals working in the field and from interviews with victims of abuse. The videos are then scripted and filmed using actors in a realistic context, with each video supported by guidance to support wider training or awareness activity. Visit:

<http://realsafeguardingstories.com/>

## Get in touch

If you have any suggestions for future topics or comments about this newsletter, please contact us via:

[ssab@somerset.gov.uk](mailto:ssab@somerset.gov.uk)

Alternatively call our Business Manager, Stephen Miles, on: **01823 359157**

## If you are worried about a vulnerable adult, don't stay silent

Phone **0300 123 2224**

Email [adults@somerset.gov.uk](mailto:adults@somerset.gov.uk)

Or complete the new secure [Professionals e-referral form](#)

In an emergency always contact the police by dialling 999.

If it is not an emergency, dial 101

