

Stockport SAB & SCP COVID-19 E-Bulletin



Stockport Safeguarding Adults Board (SSAB)
Stockport Safeguarding Children Partnership (SSCP)

December 2020 – Issue 16

Stockport safeguarding children and adult's partnership hope that you are keeping safe and well during the strange and difficult times we are all living through. 2020 will be a year that none of us will ever forget.

We want to thank you all for your continued support for children and adults safeguarding in Stockport throughout this year.



To find out what we have achieved please read the Annual Reports that will detail the hard work that went into 2019-2020 which are available on both our safeguarding websites, and please also read the [3-year strategy 2020-2023](#), that you and others helped to produce earlier this year. Both annual reports can also be found here: [SSCP Annual Report](#) / [SSAB Annual Report](#)

A warm welcome also goes out to our new subscribers who've recently signed up to receive copies of our newsletter, and our huge thanks for your interest in being part of our local safeguarding community in Stockport.

This newsletter includes lots of useful information, which includes County Lines, Homelessness, and support with Mental Health.

We will be using social media to raise awareness of adult safeguarding over the festive period, but in the meantime, we wish all our readers a happy Christmas and a healthy and safe New Year.



Keep well and safe over the festive season.

Key messages from the Safeguarding Executive

SSAB Executive

- Care homes are being properly supported and scrutinised during the pandemic
- The Safeguarding/MCA forum took place on 10th December and all partner agencies should encourage participation within their services for future events coming in the New Year.
- Reassurance on the safety of Covid testing was provided to Executive colleagues



SSCP Executive

- Assurances received around Significant Incident Notifications
- Emerging Changes around the Rapid Review Process
- Increasing Mental Health issues
- Understanding work of Designated Officer
- Vulnerabilities of the Under 1s

Christmas gift donations for our care leavers

With Christmas approaching, the leaving care team are reaching out to our colleagues across the council, our partner agencies and the wider community for support with Christmas gift donations for our care leavers. They support over 200 young people, many of whom are living independently with limited support networks, and Christmas can be a particularly difficult time for those who don't have families to spend time with.

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STAY SAFE

STAY WELL

All donations big or small are really appreciated and then the team will be making up hampers for hand delivery before Christmas. In addition, they would appreciate it if you could share this campaign with your family, friends and any local business contacts too.

Given the Covid-19 restrictions, it has been agreed that the donations drop-off point for gifts is Stockport Town Hall.



The Town Hall is open 8.30am–5pm (Mon- Thurs) and 8.30am–4pm (Fridays), please use the side buzzer entrance on arrival.

Information campaign launched to help older people keep well this winter

A coalition of public service organisations, charities and older people's groups is this week launching a new information campaign to support older people to keep well this winter.

[A booklet of tips and advice](#) on keeping physically well and maintaining good mental health is being provided to tens of thousands of older people across Greater Manchester. It is aimed particularly at reaching people who are not online, and it follows the success of a similar publication during the first wave of Covid-19.

The information campaign includes a film of older people who suggest key questions that will open a positive conversation between front line staff or volunteers when talking on the doorstep or making phone calls.

For further details visit the [GM Ageing Hub](#).

Stockport Foodbank – reverse advent

Stockport Foodbank is running its reverse advent initiative again this year to help out local individuals and families – to find out more about how to get involved click [here](#).

COUNTY LINES In cinemas and on digital from 4th December 2020

County lines criminal networks have increasingly been in the news over the last two years as the recruitment of children has grown at a worryingly fast rate.

The National Crime Agency (NCA) estimates that up to 10,000 children in the UK are now exploited by or forced to work for drugs gangs and that there are now more than 2,000 individual deal line numbers in operation.

Police forces, the government, charities and academia are working to combat and disrupt the threat, which can have traumatic and long-lasting consequences for those exploited.

Inspired by true events, COUNTY LINES is a vivid and moving coming-of-age film about a young mother and her 14-year old son who is groomed into involvement in county lines, the lethal nationwide drug dealing networks which exploit vulnerable children into trafficking drugs, mainly heroin and crack cocaine, from urban areas to rural or market towns or coastal locations.

Here is the link to the trailer: [COUNTY LINES Official Trailer 2020 Drugs Gangs - YouTube](#)

GM Babies Letter November 2020 & GM Parent Infant Mental Health Services

NHS in Manchester have developed a quick reference guide to Greater Manchester Perinatal and Parent Infant Mental Health Services.

Here are the links to the [GM Babies Letter November 2020](#) and the [GM Specialist Perinatal and Parent Infant Mental Health Services](#). Kindly share within your service and networks.

Don't forget this Christmas that many families may travel to see relatives which creates the chance of out of routine experiences for new babies. Please make sure to consider safe sleep guidance with your service users if appropriate. You can access information [here](#).

The Designated Officer

Local Authority Designated Officers (LADO), now known as Designated Officers, are individuals who are involved in ensuring that we have a coordinated response to allegations against people that work with children. These roles ensure that concerns are not managed in isolation by one agency when there are potential concerns regarding wider safeguarding issues. They can act as a central point for awareness of such concerns alongside offering advice and guidance to professionals.

Locally you can find out more about the Designated Officer for Stockport at [Contacting the MASSH - Stockport Council](#)

To make a referral you can use the online form on this website and you will shortly be able to access further guidance and information materials from the Designated officer here.

To learn more about Designated Officers and allegations against professionals please see the Greater Manchester procedures - [6.2 Managing Allegations of Abuse made against Adults who Work with Children and Young People \(proceduresonline.com\)](#) and the Working Together 2018 Statutory Guidance p60 [Working Together to Safeguard Children 2018 \(publishing.service.gov.uk\)](#)

Making Space – Open Safe Haven

Please see the information about a new service in Stockport to support adults who are experiencing crisis in their mental health. This includes a face-to-face drop-in centre on Prince's Street who also have access to a 24/7 helpline.

Information about how to contact them and the support services on offer can be found [here](#). Direct dial is – 0161 549 9717 or the 24/7 crisis line on 0800 138 7276 for an appointment.

Adult Safeguarding and Homelessness

In 2019/2020 four national workshops were organised on adult safeguarding and homelessness through the Care and Health Improvement Programme (CHIP).

Since the publication of the findings, which you can [find here](#) the LGA have developed a further 8 virtual seminars that are on offer to inform you on adult safeguarding and homelessness, including the impact of Covid-19.

All seminars take place between 10am and 12 noon except those on 18th January, which will be held between 3pm and 5pm, and 23rd February and 8th March, which will be held between 2pm and 4pm.



Dates and topics of workshops:

Thursday 17th December 2020, 10am-12 noon: Foundations for Positive Practice in safeguarding people who are homeless.

13th January 2021 - Commissioning and Provider Services: safeguarding people experiencing homelessness.

18th January - Psychologically-informed and Reflective Practice in safeguarding people experiencing homelessness.

25th January - Learning Lessons from the Response to Covid-19 regarding safeguarding people experiencing homelessness.

15th February - Legal Literacy in safeguarding people experiencing homelessness.

23rd February - Governance of Adult Safeguarding and Homelessness.

1st March - Tackling Specific Issues: safeguarding people experiencing homelessness.

8th March - Making Every Adult Matter and Every Contact Count – Reviewing Learning about Positive Practice in safeguarding people experiencing homelessness.

To register, please email: chip@local.gov.uk

Greater Manchester Resilience Hub

Greater Manchester Resilience Hub initially was commissioned following the Manchester Arena attack. This has since extended its remit to provide psychosocial and emotional wellbeing support to targeted essential frontline health and care workers across Greater Manchester, who have been affected by the coronavirus (COVID-19) pandemic.

You can find more details about the [wellbeing screening programme here](#).

MCA/DoLS eLearning

The Learning Pool have updated the [MCA/DoLS e-learning](#) to include the latest information, guidance on applying MCA during Covid and also some information about the upcoming **Liberty Protection Safeguards**.

Each e-learning course takes approximately 50 minutes to complete.

Emotional Well-being and Mental Health

Feeling anxious, stressed or low?
There's support in Stockport to help you

If you want to talk	For Urgent Help
Open Door 0800 138 7276 – Mental health helpline - 24 hours 7 days. Safe Haven drop in, open daily, 72-74 Prince's Street	Samaritans Phone 116 123 – 24 hours 7 days
Emotional Wellbeing Hub 0161 217 6028 For anyone up to 25 years, parents and carers weekdays till 4.30pm	Hopeline 0800 068 4141 Suicide prevention service for young people 9am to midnight every day of the year (weekends and bank holidays included).
Greater Manchester Bereavement Service 0161 983 0902 weekdays till 5pm	Shout Text SHOUT to 85258 Chat with trained crisis volunteers by text message
Childline 0800 1111 7.30am – 3.30am every day	999 In a life-threatening emergency ring 999
Advice or help with financial difficulties, loneliness and getting food	Help about drugs, alcohol, gambling
Council Coronavirus Helpline 0161 217 6046 or by text phone on 07860 022 876 weekdays till 4.30pm	START team 0161 474 3141 (weekdays) Free advice and support
The Prevention Alliance 0161 474 1042 weekdays till 4.30pm	National Gambling Helpline 0808 8020 133 – 24 hours 7 days
Go online For more help and advice, self-help resources and details about other local services visit www.stockport.gov.uk/wellbeingcoronavirus	

STOCKPORT METROPOLITAN BOROUGH COUNCIL **ONESTOCKPORT** NHS Stockport Clinical Commissioning Group Nov 2020

Formerly Big White Wall, now known as Togetherall represents a community, which is open and inclusive to all people.

They have a vibrant community and an extensive clinical team to provide much needed 24-hour support.

Togetherall is an online service providing access to millions of people who suffer with anxiety, depression and other common mental health issues. To find out more visit their [website](#).

On the left there is other useful services that are available for people to access.

For more details [click here](#).



Safeguarding Adult Review – Ailsa

Here is our most recent local Safeguarding Adult Review. This review examines the circumstances and issues in relation to a 62 year old female who was not seen by anyone until 13 days after she was discharged from hospital. She was found by ambulance and died several days later in hospital.

Click here for [learning brief and report](#) and circulate wider within your organisations.

The infographic is a circular diagram with 'Ailsa' in the center, surrounded by seven numbered sections (1-7) corresponding to the text blocks below:

- 1 Learning Points:** A decision to suspend a care package for an adult at risk must be made on facts not assumptions. All parties to a contract (including the third party object) can benefit from agreed specific expectations in the contract. Clear policy can empower staff to ensure that risks are managed appropriately for clients who attend the Emergency Department who are known to have care and support needs within the context of the Care Act 2014. The periods of transferral of both care and responsibility between agencies are high risk. Failure to investigate and record the outcomes of high-risk incidents means that the risks remain and can recur. Next Steps: Create and discuss the issues of this briefing within your team. Review your personal and collective practice in the areas identified. Attend the workshops that SADB will be delivering in relation to the learning from this and other Learning Reviews. Find the full [Learning Brief and Report](#). Look at the recommendations to the SADB - all partner agencies will progress actions and present assurances to the SADB on impact made from the learning.
- 2 Background:** Ailsa was 62 years old who had complex medical needs, she was mentally unwell and had recently been diagnosed with endometrial cancer. She lived at home and was visited by a care provider four times a day to assist Ailsa with her needs, whilst Ailsa had limited mobility and was bed bound.
- 3 Incident:** In the four months before her death Ailsa was engaging with multiple agencies including Adult Social Care who were aiming to get her mobile and out of her house with the use of a wheelchair. Ambulance Services were responsible for transferring Ailsa to and from hospital appointments with the aid of a transfer ambulance to ensure her safety, dignity and comfort. Ailsa also had a commissioned package of care consisting of four calls per day. In April 2019, Ailsa's GP attended her home following concerns raised by her care provider. An ambulance delivered Ailsa to hospital where she spent a night in the Emergency Department following her treatment. This did not constitute an admission but because of the time of night, Ailsa was placed in a side ward where she was being cared for by hospital staff until a suitable vehicle was available to take Ailsa home. During this time, Ailsa is recorded to have contacted her care provider to inform them she was returning home. However, there was no recorded contact information recorded for Ailsa at the time, and it cannot be substantiated if this actually happened. Once a suitable ambulance had become available, Ailsa was returned home to bed, she was not seen by her care provider, friends or family until 13 days later, when she was being collected by her ambulance crew to attend an outpatient's hospital appointment. Ailsa died several days later in hospital.
- 4 Cause of Death:** Ailsa's cause of death was identified as a combination of Sepsis, Pneumonia, Pyelonephritis (kidney inflammation due to bacteria), both infectious (caused by a bacteria), pressure ulcers and epithelial damage due to prolonged contact with urine, Obesity and Type 2 diabetes. These conditions resulted in a deadly state because she was stranded in her bed without care. Ailsa's single call during the 13 days unattended was made to Ailsa by a nurse to discuss her diabetes. She did not answer the phone and the GP's records from this time show Ailsa was incorrectly labelled as 'substituted' to hospital. The conditions that caused Ailsa's death can to some extent be attributed to inadequate communication between agencies, and some were triggered by inadequate care.
- 5 Communication:** Ailsa's care provider suspended her care package in the belief that she had been admitted to hospital. In fact Ailsa was 'admitted' but not 'admitted' to the hospital. It has become clear that this terminology can be interpreted ambiguously and that further work is required between agencies to ensure a clear understanding of terminology and language is used across all agencies. Adult Social Care contracts with care providers contain a general expectation that the care agency will keep in touch with clients who are admitted to hospital. Ailsa's claim to the hospital staff that she had spoken to the provider by phone should not be considered adequate assurance. At such, this expectation was not met in Ailsa's case.
- 6 Reported incidents:** A similar incident had happened to Ailsa in 2017. After a hospital admission, a different care provider was not informed that Ailsa had been discharged. She was again left in a bed, unwell for 24 hours. Learning was not embedded in to practice sufficiently.
- 7 Transferring of Care:** Ailsa's circumstances fell outside normal hospital discharge procedures as she was not actually admitted to hospital. Both hospital and ambulance staff were aware by Ailsa that her care was in place when in fact it had been cancelled. This was not challenged or checked as Ailsa was believed to have the capacity to make her own decisions and express her wishes and feelings. Communications between professionals and service users, should be recorded, when discussions take place on how an individual's care and support needs will be met upon their return home. This includes what outcomes have been discussed and agreed, and what actions professionals will take to notify care providers or other agencies.

Staying Safe this Christmas

DOMESTIC ABUSE
Don't suffer in silence

62% of children living with domestic abuse are directly harmed

2 MILLION people each year suffer some form of domestic abuse

85% of victims sought help on average **5 times** before stopping the abuse

• Seen something? • Heard something? • Worried about something? • Not sure how to get help?

We are here to help

Sadly Christmas is not always a happy time of year for families. Where Domestic Abuse is a feature of the home it can be a very stressful period and lead to an escalation of abuse and violence.

If you are working with young people, families and adults that have experience Domestic Violence and Abuse then please make sure that they are aware of the support numbers and that they have considered safety planning for

the holidays.

You can access safety plan advice and guidance for victims [here](#).

You can also direct perpetrators to support via [Corona Crisis: Survival Kit for Men Under Pressure — White Ribbon UK](#)

Upcoming Events



In 2021 we will be launching our Female Genital Mutilation strategy with a few weeks of learning events planned. Look out for further details in the new year. In the meantime you can access the strategy [here](#).

The London Government Association (LGA) have provided a number of useful webinar offers that are currently on offer throughout December 2020 – March 2021.

Making Safeguarding Personal Resources

Webinar and follow up workshops to support use of new resources, Revised Toolkit, Case Studies, 'Myths and Realities' and podcasts
Contact CHIP@local.gov.uk for more information.



Covid-19 and Safeguarding Adults Insight Project

Final draft report is available – contact CHIP@local.gov.uk for a copy.
2nd Phase - continuing to collect information to December 2020 Contact CHIP@local.gov.uk to participate in the project

Understanding what constitutes a safeguarding concern and how to support effective outcomes

Series of virtual workshops to support the use of [the multi-agency concerns framework](#) are available. Sessions will take place on the following dates: 26 January, 27 January, 1 February, 12 February, 17 February, 15 March, 16 March, and 22 March. Contact CHIP@local.gov.uk to participate in the webinar.

Share your News

We are particularly interested in collecting and highlighted good news stories, successes and new innovative ways of working. If you would like us to highlight any of these or other work from your agency or organisation, please contact us on the email address provided:
lsb@stockport.gov.uk

Over the Christmas period the Safeguarding Partnerships Team is not available as we are not a frontline operational service. If you are concerned about a child, young person, family or adult during the holiday period then please ensure you direct all operational needs as directed below, the team will return on January 4th - We wish you all a Merry Christmas and Best wishes for the New Year:

If you are worried about a child at risk call **Children’s Social Care** on **0161 217 6028**.

If you are worried about an **Adult at Risk**, please call **0161 217 6029**. Out of Hours **0161 718 2118**.

<http://www.safeguardingadultsinstockport.org.uk/>
<http://www.safeguardingchildreninstockport.org.uk/>

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Stockport Safeguarding Children and Adult Partnerships
STAY SAFE. STAY WELL.