



## Norfolk Safeguarding Adults Board Manager's Blog

### November 2015 – The CQC's Report, *State of Care* & understanding the bigger safeguarding picture in Norfolk

Norfolk Safeguarding Adult Board (SAB) met on 15th October 2015, the same day the Care Quality Commission published its mid-point inspection report called *State of Care 2014/15*. This was based on 5,439 organisations inspected 14 months into a 24-month inspection programme.

One of the areas of CQC's focus is *how safe is a service?* This is of particular interest to Norfolk SAB because it links with the protective remit of the board's work.

The report said 'improving leadership' was the key to tackling the problems. David Behan, CQC chief executive, told Radio 4's Today programme:

*"What we know from our report and from other research is that the leadership of an organisation sets the culture of that organisation"*

*"If the leadership says the important things around here are quality and safety, then that's what people attend to."*

Source: [NHS and care sector: Safety a 'big concern' in England - BBC News](#)

For us in Norfolk, what might be the safeguarding adult messages that our board, the wider workforce and the public need to take from this? For example, what about this stat from the report:

*"over one in 10 hospitals (13%) and a similar proportion of adult social care services (10%) [are] inadequate for safety."*

It reminds me of one of the recommendations by Professor Don Berwick, an international expert in patient safety, following the events at [Mid Staffordshire hospital](#):

*The NHS should continually and forever reduce patient harm by embracing wholeheartedly an ethic of learning.*

What sits behind the headlines is of course a more detailed and nuanced picture. The CQC information was very acute hospital-focused, lacking detail about other parts of healthcare. We know that our health sector demonstrates a strong and ongoing commitment to adult safeguarding, keeping those who are at risk of harm safe and working in ways which removes harm from patients. I saw this at first hand at a recent meeting of senior health colleagues with responsibility for safeguarding adults, discussing topics such as staffing and leadership picked out in CQC's report.

As a result, at its next meeting in the New Year, Norfolk SAB has asked for feedback from the health Executive Sub group on the state of care as linked to adult safeguarding.

In turn this will link with two other areas of work, including:

- Developing an audit process of both the “*safeguarding process*” and “*agency assurance*” (along similar lines to a ‘Section 11’ audit used for safeguarding children) in a way that wherever possible makes best use of data already collected
- Safeguarding adults threshold work, looking at growing a shared understanding of what is safeguarding and what is not (and so requires passing to a more appropriate service)

So, lots to be getting on with in the coming weeks to strengthen and enhance our adult safeguarding activities in Norfolk!

Thanks for reading.

Walter Lloyd-Smith  
Norfolk Safeguarding Adults Board Manager