

Norfolk Safeguarding Adults Board Manager's Blog

September 2020

How talking with Gary Neville set up a safeguarding consultation

Since the beginning of September, I have been having a daily consultation with [Gary Neville](#).

Some colleagues reading this may for a quick moment think,

'Wow ... I did not know that the ex-Manchester United defender, the second longest serving player who joined the club as an apprentice upon leaving school in 1991 leaving in 2011, England assistant manager from 2012 to 2016 and a co-owner of Salford City was now available for consultations!

'Are you saying you are speaking each day with the same Gary Neville, the older brother of twin siblings: his brother, Phil Neville, the former Manchester United and Everton player, and his sister, Tracey Neville, a retired netball international, that same Gary Neville that during the [Coronavirus lockdown earlier this year made his hotels available free of charge to NHS workers?](#)'

I wish this were true ... but no ... that is not the Gary Neville I have been speaking with. But I am in daily consultation with Gary Neville the builder, who is helping make some major changes to the house.

As with any major work (like installing an upstairs bathroom, moving the boiler, digging up the patio and replacing the kitchen floor), there are always things you did not know about or unforeseen problems to be sorted. And doubly so with a house built at the start of the last century.

Each morning Gary arrives before 08:00 and we will consult on how best to solve the latest problem so that the day's work can proceed. He sets out the various options and potential solutions. Together we sift through what is known and use it to set a new plan.

As Gary said, a really important step in how the work progresses is my input to it.

In a similar way I have been looking back over the earlier months in the year, as all things safeguarding have shifted and we have all been through a tremendous

amount both professionally and personally (I am thinking this might be the understatement of the year!). How did we as a safeguarding network do in responding to the significant threats the Coronavirus pandemic lockdown represented? In particular, how did the safeguarding board fulfil its role in leading and supporting partners around safeguarding?

Talking with a colleague last week, I was trying to answer this very question – in a one to one consultation if you will. There is both an ‘art’ and a ‘science’ to effective consultation and a considerable effort put into doing this across the public and private sectors each year. Elizabeth Gammell and Rhion Jones have written an interesting book on this – see [The Art of Consultation](#).

The opportunity to hear feedback from colleagues will help us better support the network as we move into the next phase of Coronavirus (whatever that might be – since the second week of September [we have had the rule of 6](#)).

So I would like to consult with each and every reader of this blog and ask three quick questions:

Question 1: To date do you feel that the NSAB safeguarding leadership has been visible during the COVID-19 crisis? Yes / No

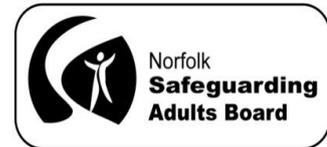
Question 2: Do you feel you have been adequately supported through any safeguarding issues during the current crisis? Yes / No

If No, in one sentence what would have helped?

Question 3: Please give 1 positive reflection and 1 thing you would advise we should do differently during the next phase of Coronavirus COVID-19 pandemic?

No, this survey will not be scientific and is limited, but could give me **some important insights into the actions NSAB can take quickly to better support the network**. There are now 335+ colleagues who receive the NSAB website email alert. If each of you help with these 3 questions and ask just 2 of your colleagues to do the same, we would have feedback from 1000+ people. This would be significant in really helping to shape and fine tune the work of the safeguarding board for the second surge. And ultimately better protect those at experiencing or at risk of abuse and harm.

Please ‘crash’ my inbox walter.lloyd-smith@norfolk.gov.uk with replies!



Alternatively you can complete the 3 questions on SurveyMonkey at this link <https://www.surveymonkey.co.uk/r/QN8R62D>

There is a second consultation I wanted to highlight. The [National Institute for Health and Care Excellence](#) (NICE) have opened a consultation on **NEW** a draft guideline on **keeping adults in care homes safe from abuse and neglect**.

Staff and visitors can play a *vital* role in the identification and prevention of abuse and neglect in care homes for adults. This guideline, in addition to mandatory training for staff, covers **what abuse and neglect look like, how to recognise the warning signs** and **what actions to take if abuse or neglect is suspected**.

It also calls on health and social care practitioners to provide information about what abuse and neglect may look like to residents and their families and carers. The new guideline will provide practical advice for residents, staff and anyone who spends time with adults in care homes, including family, friends or professionals who may visit. The consultation runs until **1 October 2020 at 5pm**.

I would positively encourage all partners to give feedback / comment on the draft guide. [Click here to read more on the NICE guideline: Safeguarding adults in care homes](#).

We are about half way through the building work and the thing to remember is it will such an improvement when it is finished.

Thank you

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