



# Safeguarding Adults Review: Joanna, Jon and Ben Multi Agency Action Plan

NSAB will ask each key partner to present their action plan on a quarterly basis to support ongoing discussion and monitoring. Monitoring of submissions will be evidenced in the Composite Action Plan

Norfolk Safeguarding Adults Board – Issue 1 | 06-09-2021

This action plan is updated as work is progressed.

# Thematic Learning for Safeguarding Adult Reviews



## Safeguarding Adults Review for Joanna, Jon and Ben – Multi Agency Action Plan

Recommendation		Theme		
a) Norfolk's SAB should write to the Law Commission proposing a review of the current legal position of private companies, their corporate governance and conduct in relation to services for adults with learning disabilities and autism.		O&A/MG		
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>That a legal review is carried forward</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to Law Commission  NOTE The Law Commission is currently on summer recess	Letter  30 July 2021 Email reply via PA to Sir Nicholas, in discussion as to arranging a meeting after summer recess	NSAB Chair	July 2021	Completed

Recommendation			Theme	
b) Norfolk and Waveney CCG and Norfolk ASSD should review their commissioning arrangements to embrace “ethical commissioning”.			O&A/MG / CW&DM	
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>• The review is held and its outcomes are shared with NSAB</li> <li>• The Norfolk Integrated Care System (ICS) adopts the principles of ethical commissioning as core principles</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) Board to receive and review progress against N&WCCG and ASSD action plans via a summary outline/update paper	Action plans presented to NSAB board meeting	ASSD (Executive Director)  NWCCG Chief Nurse	November 2021	

Recommendation		Theme		
c) Evidence of changing commissioning arrangements should be shared with Norfolk's SAB.		O&A/MG / CW&DM		
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>• Commissioning is shaped by the principles of ethical commissioning</li> <li>• LINK to idea of summit</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) See recommendation b) above				

Recommendation				Theme
d) NHS England should ensure that all placing CCGs are proactive in ensuring that they have up-to-date knowledge about the services they commission and how these are experienced.				O&A/MG
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>• NSAB to write to NHSE to advise them of this recommendation</li> <li>• NHSE is invited to present evidence of this change to NSAB in 12 months time</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	1 month	Completed
2) Outline meeting	Minutes of meeting held Wed 25 August 2021 16:00-17:00	NSAB Chair		Completed
3) NHSE/I to provide formal response to recommendation	Letter / report	NHSE/I	TBC	
4) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes	NSAB Chair	July 2022	

Recommendation		Theme		
e) Norfolk and Waveney CCG and Norfolk County Council should transfer all its remaining patients from this Hospital.		O&A/MG		
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>All patients are moved to new services</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB is advised via N&WCCG board and ASSD NCC representatives this is complete	Minutes of meeting	N&WCCG and ASSD NCC NSAB members	June 2021	June 2021

Recommendation		Theme		
f) Norfolk's SAB should make representation to the Department of Health and Social Care to ask what additional rights and protections will be afforded to adults with learning disabilities and autism who become vulnerable to detention in the same clinical settings under the Mental Capacity Act (2005).		O&A/MG		
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>• Use of LPS framework and responsibilities</li> <li>• Additional rights &amp; protections are included in new LPS framework</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair to write to DHSC to invite to meet and discuss how the LPS will support protection of adults with learning disabilities and autism as outlined in the recommendation above	Letter sent 14 July 2021  [29 July 2021 Further email to Mr Javid's team advising of publication date]	NSAB Chair	1 month	Completed
2) Meeting planned for 21 <sup>st</sup> September				



Recommendation				Theme
g) Norfolk's SAB should share this review with NHS England since it was responsible for Jon's placement. NHS England and the CCGs responsible for placing people at Cawston Park Hospital should visit services, host reviews and ask questions.				O&A/MG
<b>NSAB Strategic Response: What difference do we expect to see?</b>				
<ul style="list-style-type: none"> <li>NHSE have appropriate oversight of how CCGs are making placement decisions including the placing CCG have visited the service [Ref LD &amp; Autism Host Commissioning document Jan 2021]</li> <li>NHSE share evidence that Care &amp; Treatment Reviews (CTRs) are being robustly used, that service visits are made, reviews hosted and questions asked</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	1 month	Completed
2) Outline meeting	Minutes of meeting held Wed 25 August 2021 16:00-17:00	NSAB Chair		Completed
3) NHSE/I to provide formal response to recommendation	Letter / report	NHSE/I	TBC	
4) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes	NSAB Chair	July 2022	

Recommendation		Theme		
h) NHS England should be invited to provide evidence to Norfolk SAB that these questions have been circulated and incorporated into its own processes.		O&A/MG		
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>As above</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) See recommendation g) above	See above	NSAB Chair	Summer 2022	

Recommendation				Theme
i) NHS England is invited to bring forward evidence of strengthened mechanisms for: discharge dates; the stability of accommodation within a service; close attention to an inpatient's physical health needs and experiences, their mental health needs and experiences, and the service's track record in addressing these.				O&A/MG
<b><u>NSAB Strategic Response: What difference do we expect to see?</u></b>				
<ul style="list-style-type: none"> <li>Evidence of the above and its impact is shared</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	1 month	Completed
2) Outline meeting	Minutes of meeting held Wed 25 August 2021 16:00-17:00	NSAB Chair		Completed
3) NHSE/I to provide formal response to recommendation	Letter / report	NHSE/I	TBC	
4) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes	NSAB Chair	July 2022	

Recommendation		Theme		
j) Norfolk's SAB should propose to the CQC that the legal process of registration cancellation should proceed irrespective of a service's improvements if these are attributable to the ongoing efforts of the NHS, local authority social care employees and inspectors.		O&A/MG		
<b>NSAB Strategic Response: What difference do we expect to see?</b>				
<ul style="list-style-type: none"> <li>Evidence shared by CQC setting out change to registration process</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB writes to CQC outlining this recommendation and invite to meet	Letter sent (15 July 2021)	NSAB Chair	1 month	Completed
2) Hold meeting	Meeting to be held Friday 10 September 2021	NSAB Chair	Autumn 2021	

Recommendation		Theme		
<p>k) Norfolk's SAB should set out for CQC's Chief Executive the consequences of Cawston Park Hospital's failure to enable family-centred approaches and engage with the expertise of patients' relatives. To maintain public confidence, CQC may wish to confirm</p> <p>(i) that it has no remit to determine whether patients should remain in such services, not least since this conflicts with national policy; and</p> <p>(ii) what specific actions it proposes to take in relation to locked wards in specialist hospitals and units.</p>		O&A/MG		
<p><b><u>NSAB Strategic Response: What difference do we expect to see?</u></b></p> <ul style="list-style-type: none"> <li>• Consequences have happened</li> <li>• Service closed</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB writes to CQC outlining this recommendation and invite to meet	Letter sent (15 July 2021)	NSAB Chair	1 month	Completed
2) Hold meeting	Meeting to be held Friday 10 September 2021	NSAB Chair	Autumn 2021	

Recommendation		Theme		
<p>l) Norfolk and Waveney CCG and the County Council should rebalance responsibility for Norfolk citizens away from “<i>medical led admissions and social care discharges.</i>” The reform of the Mental Health Act (1983) should anchor discussions and agreements between these public authorities concerning ethical commissioning.</p>		O&A/MG		
<p><b><u>NSAB Strategic Response: What difference do we expect to see?</u></b></p> <ul style="list-style-type: none"> <li>• ASC can evidence stronger shared working in the discharge of patients from similar service to that of Jeasal CP</li> <li>• CCG can evidence stronger shared working with ASC on the admission of patients to similar services to that of JCP</li> <li>• Evidence of a shared commitment to principles of ethical commissioning in informing and shaping future service provision</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
<p>1) Board to receive and review progress against N&amp;WCCG and ASSD action plans via a summary outline/update paper</p>	<p>Action plans presented to NSAB board meeting</p>	<p>ASSD (Director of Community Social Work)</p> <p>N&amp;WCCG Associate Director for Quality in Care</p>		

Recommendation		Theme		
<p>m) The taboo of addressing the racism of people with cognitive impairments remains to be explicit and made visible in all services. Norfolk's SAB should begin a process of:</p> <p>(i) gathering the efforts and experiences of the county's service providers in challenging racism and racist stereotyping and</p> <p>(ii) convening "world café" conversations with providers and other interested people, including those at the sharp end of injustice.</p>		O&A/MG / CW&DM / FFDIS		
<p><b><u>NSAB Strategic Response: What difference do we expect to see?</u></b></p> <ul style="list-style-type: none"> <li>• The topic of racism of people with cognitive impairment is discussed as a systemwide topic</li> <li>• Engagement with the NLDB and NAPB</li> <li>• Norfolk systemwide response which shows greater providers public engagement with this issue</li> </ul>				
Actions	Evidence	Owner	Timescales	Complete
1) To plan and deliver world café conversations	World café takes place	NSAB Chair & Business Manager	Spring 2022	
2) Engagement with key partners to codeliver world café conversations	Meeting minutes & actions	NSAB Chair & Business Manager	Autumn 2021	

## Glossary

ASC	Adult social care
ASSD	Adult social services department
CCG	Clinical Commissioning Group
CW&DM	Collaborative Working & Decision Making
CQC	Care Quality Commission
FFDIS	Fora for Discussion & Information Sharing
ICS	Interaged Care System
JCP	Jeesal Cawston Park
LD	Learning Disabilities
NAPB	Norfolk Autism Partnership Board
NCC	Norfolk County Council
NHSE/I	NHS England/Ireland
NLDB	Norfolk Learning Disabilities Partnership Board
NSAB	Norfolk Safeguarding Adults Board
NSFT	Norfolk and Suffolk NHS Foundation Trust
OA&MG	Ownership accountability & Management Grip
PC	Professional Curiosity
SAB	Safeguarding Adults Board