



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 2 | 16 November 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		
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> That a legal review is carried forward 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to Law Commission	Letter	NSAB Chair	July 2021	Completed
2) Outline meeting on 14 October 2021, supported by Jerome Mayhew MP	Minutes of meeting and agreed actions	NSAB Chair	October 2021	Completed
3) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair & Law Commission	March 2022	

Recommendation				Theme
b) Norfolk and Waveney CCG and Norfolk ASSD should review their commissioning arrangements to embrace “ethical commissioning”.				O&A/MG / CW&DM
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> The review is held and its outcomes are shared with NSAB The Norfolk Integrated Care System (ICS) adopts the principles of ethical commissioning as core principles 				
Actions	Evidence	Owner	Timescales	Complete
1) Board to receive and review progress against N&W CCG and ASSD action plan at its meeting on 16 November 2021; via a summary outline/update paper	Action plans presented to NSAB board meeting Minutes of meeting and agreed actions	ASSD (Executive Director) N&W CCG (Chief Nurse)	November 2021	
2) Proposal for a ‘Coalition for Change in Norfolk’ to be developed; proposal to be considered and refined at a meeting on 23 November 2021	Proposal document and subsequent consideration/discussion to agree remit and approach	ASSD (Executive Director) N&W CCG (Chief Nurse)	November 2021	
3) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	March 2022	

Recommendation		Theme		
c) Evidence of changing commissioning arrangements should be shared with Norfolk's SAB.		O&A/MG / CW&DM		
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> • Commissioning is shaped by the principles of ethical commissioning • Link to idea of summit 				
Actions	Evidence	Owner	Timescales	Complete
1) See recommendation b) above	See above	ASSD (Executive Director) N&W CCG (Chief Nurse)	November 2021	

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
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> • NSAB to write to NHSE to advise them of this recommendation • NHSE is invited to present evidence of this change to NSAB in 12 months time 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	June 2021	Completed
2) Outline meeting on 25 August 2021	Minutes of meeting and agreed actions	NSAB Chair	August 2021	Completed
3) NHSE/I to provide formal response to SAR and recommendations	Letter / report published on NSAB website	NHSE/I	September 2021	Completed
4) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	
5) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes and associated papers	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		
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> All patients are moved to new services 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB is advised via N&W CCG and ASSD NCC board member representatives that this is complete	Minutes of meeting	N&W CCG and ASSD NCC NSAB members	June 2021	Completed

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	
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> • Use of LPS framework and responsibilities • Additional rights & protections are included in new LPS framework 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to DHSC to invite them to meet and discuss how the LPS will support protection of adults with learning disabilities and autism as outlined in the recommendation above	Letter	NSAB Chair	July 2021	Completed
2) Outline meeting on 21 September 2021	Minutes of meeting and agreed actions	NSAB Chair	September 2021	Completed
3) Meeting re use of Mental Health Act and Mental Capacity Act with people with learning disabilities and autism on 12 October 2021	Minutes of meeting and agreed actions	NSAB Chair	October 2021	Completed
4) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	

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
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> NHSE have appropriate oversight of how CCGs are making placement decisions including the placing CCG have visited the service NHSE share evidence that Care & Treatment Reviews (CTRs) are being robustly used, that service visits are made, reviews hosted and questions asked 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	June 2021	Completed
2) Outline meeting on 25 August 2021	Minutes of meeting and agreed actions	NSAB Chair	August 2021	Completed
3) NHSE/I to provide formal response to SAR and recommendations	Letter / report published on NSAB website	NHSE/I	September 2021	Completed
4) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	
5) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes and associated papers	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	
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> As above 				
Actions	Evidence	Owner	Timescales	Complete
1) See recommendation g) above	See above	NSAB Chair	July 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
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> Evidence of the above and its impact is shared 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to NHSE/I and shares copy of the report	Letter	NSAB Chair	June 2021	Completed
2) Outline meeting on 25 August 2021	Minutes of meeting and agreed actions	NSAB Chair	August 2021	Completed
3) NHSE/I to provide formal response to SAR and recommendations	Letter / report published on NSAB website	NHSE/I	September 2021	Completed
4) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	
5) NHSE/I is invited to present evidence of this change to NSAB in 12 months time	Meeting minutes and associated papers	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		
<u>NSAB Strategic Response: What difference do we expect to see?</u>				
<ul style="list-style-type: none"> Evidence shared by CQC setting out change to registration process 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to CQC outlining this recommendation and inviting them to meet and discuss	Letter	NSAB Chair	July 2021	Completed
2) Outline meeting on 10 September 2021	Minutes of meeting and agreed actions	NSAB Chair	September 2021	Completed
3) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	

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><u>NSAB Strategic Response: What difference do we expect to see?</u></p> <ul style="list-style-type: none"> • Consequences have happened • Service closed 				
Actions	Evidence	Owner	Timescales	Complete
1) NSAB Chair writes to CQC outlining this recommendation and inviting them to meet and discuss	Letter	NSAB Chair	July 2021	Completed
2) Outline meeting on 10 September 2021	Minutes of meeting and agreed actions	NSAB Chair	September 2021	Completed
3) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	January 2022	

Recommendation				Theme
I) 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.				O&A/MG
<u>NSAB Strategic Response: What difference do we expect to see?</u> <ul style="list-style-type: none"> • ASC can evidence stronger shared working in the discharge of patients from similar service to that of Jeasal CP • CCG can evidence stronger shared working with ASC on the admission of patients to similar services to that of JCP • Evidence of a shared commitment to principles of ethical commissioning in informing and shaping future service provision 				
Actions	Evidence	Owner	Timescales	Complete
1) Board to receive and review progress against N&W CCG and ASSD action plans at its meeting on 16 November 2021 via a summary outline/update paper	Action plans presented to NSAB board meeting Minutes of meeting and agreed actions	ASSD (Executive Director) N&W CCG (Chief Nurse)	November 2021	
2) Review progress with agreed actions; assess and document outcomes	Documentation and minutes of additional meetings as required	NSAB Chair	March 2022	

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><u>NSAB Strategic Response: What difference do we expect to see?</u></p> <ul style="list-style-type: none"> • The topic of racism of people with cognitive impairment is discussed as a systemwide topic • Engagement with the NLDB and NAPB • Norfolk systemwide response which shows greater providers public engagement with this issue 				
Actions	Evidence	Owner	Timescales	Complete
1) Produce 7-minute briefing on <i>'Managing racial abuse towards staff from people who lack capacity'</i>	Briefing document published on NSAB website Article published in Norfolk Care News summer edition	NSAB Chair & Deputy Business Manager	August 2021	Completed
2) Engagement with key partners to codeliver world café conversations	Minutes of meeting and agreed actions	NSAB Chair & Business Manager	Autumn 2021	
3) To plan and deliver world café conversations	World café takes place	NSAB Chair & Business Manager	Spring 2022	

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	Integrated Care System
JCP / CPH	Jeesal Cawston Park / Cawston Park Hospital
LD	Learning Disabilities
N&W CCG	Norfolk & Waveney CCG
NAPB	Norfolk Autism Partnership Board
NCC	Norfolk County Council
NHSE/I	NHS England/Improvement
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