Adult Summer 2018 Safeguarding Bulletin for Norfolk & Waveney GPs

Welcome

Norfolk & Waveney CCGs have agreed to extend my pilot role as Lead GP for Adult Safeguarding for another year. My remit is to try and make adult safeguarding more accessible and to improve our profession's confidence in this area. Please read my latest news bulletin attached for the latest updates and news relevant to GP practice.

This email can be read by scrolling down through the email or you can save it as the attached word document for reference. It is also going to be available on a new Primary Care Professionals Page on the Norfolk Safeguarding Adults Board's (NSAB) website https://www.norfolksafeguardingadultsboard.info/ Once the venues have been confirmed, booking details for the training will also be accessible through this page. The other attachments will also be added to this page for ongoing reference.

Please disseminate to all relevant staff and clinicians including regular locums within your practice.

Any feedback or advice on how you prefer to be communicated with and how often would be gratefully received. I have a smart survey link http://www.smartsurvey.co.uk/s/Z6375/ if you would find that easier.

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Adult Safeguarding Training – free to attend: SAVE THE DATE

Norfolk Safeguarding Adults Board have agreed to fund a rolling roadshow of half-day adult safeguarding training events at the end of October 2018. The specific venues are yet to be confirmed but they will be covering all parts of the county. All are welcome especially Safeguarding Adult GP/NP Leads.

Workshop 1 – Tuesday 30 October (am) – King's Lynn

Workshop 2 – Tuesday 30 October (pm) – Norwich

Workshop 3 – Wednesday 31 October (am) – Aylsham

Workshop 4 – Wednesday 31 October (pm) – Norwich South

Workshop 5 – Thursday 01 November (am) – Lowestoft

As soon as the venues have been confirmed, I will send you details of how to book and proposed agenda, or check the NSAB website for details in the next few weeks.

St Thomas Training also provide safeguarding training. The details of all the Safeguarding Adults and Mental Capacity Act training that they deliver on behalf of Norfolk County Council can be found at their website here: https://www.stthomastraining.co.uk/norfolk/ (Details are also available at the NSAB website). They will also provide tailored training and are very happy to come to your surgeries and deliver training on MCA/Safeguarding/DoLS or any other topic as appropriate.

Learning from local SARs (Safeguarding Adult Reviews)

I have summarised the first and second local SARs to be published by the Norfolk Safeguarding Adults Board (NSAB). I have given a brief outline of the cases of Mr AA and Mrs BB. When you read them, please remember that these SARs included all the agencies involved with these patient's care, but I have only highlighted the potential learning for General Practice. The full cases are available on the NSAB website as will my summaries shortly. You can review these cases either by yourself, or as part of your safeguarding practice meetings and these can then be included as "case reviews" as part of your QIA in your appraisals.

Learning from SAR referral cases

I am part of the NSAB's review group which considers cases referred for potential SARs. Not all cases result in a full SAR, but that does not mean that there is no associated learning.

One recent case included that of an "adult at risk" who struggled to come to terms with the fact that **patients are now frequently asked to discuss the reasons for their requests for a doctor's appointment with the receptionist.** He would therefore avoid calling the doctors. We therefore request that if a GP practice becomes aware that a patient may struggle with this requirement, that this could be discussed and the practice could consider flagging the notes so the receptionists are aware and can take this into account if the patient calls.

There is also a reoccurring theme of **monitoring medication compliance**. There was an "adult at risk" with hypothyroidism and insulin dependent diabetes who had notoriously poor compliance with her essential medications. The practice did liaise with her nominated chemist in an attempt to make sure they were informed if she failed to collect. However, this informal arrangement broke down and she was found dead 6 weeks after she last picked up her medication. I am in discussions with the clinical pharmacists about how to tackle this issue so I cannot currently offer you an agreed solution, but I wanted to alert your **professional curiosity** to this issue and please share any best practice you may have come across.

This case also highlighted an issue of "**functional capacity**". Although the patient could talk about how she would store and use her insulin and appear to have capacity, the social work team questioned if in reality she understood the importance of her treatment and that its use needed to be an essential part of her lifestyle. In the two years that she had been living at her final address, she had had 2 admissions with DKA and hypothyroidism. Please be mindful of this issue when dealing with patients with questionable capacity and potential support needs.

High Risk Domestic Abuse Cases; MARAC letters

Thank you for your feedback on these letters. To streamline the process for you, we are now including the names of known children at the victim's address, so please now just make sure that there are no other missed potential victims at the address. We have also updated the advice on consent and information sharing in the light of GDPR legislation which will be included with the letter rather than just as a hyperlink which we are aware is not always available. Increased admin support means that the MARAC letters will hopefully be sent out 48hrs prior to the meeting. Please use the included phone number or email address to share any concerns you may wish to contribute to the meeting in much the same way as you respond to a Section 42 request from the children.

Please see attached sample updated MARAC GP letter and guidance.

Hoarding and Self Neglect

Would you know how to assess a patient who you felt or was reported to you as "at risk of self neglect" or at risk from "hoarding"? NCC are launched their policy in June. It includes a useful guide and some photos of how to grade the level of hoarding and associated risk. We have all visited some houses where there is a greater or lesser degree of clutter, but it can be hard to know where a lifestyle choice ends and risk begins. Please take a look at or at least save the attached policy somewhere in case you need it in the future. Alternatively it can be accessed through the link to NSAB

https://www.norfolksafeguardingadultsboard.info/professionals/self-neglect-and-hoarding/

NSAB Survey still open

NSAB needs your help. Your chance to have your say. Please take the time to click through to the link from the NSAB website frontpage or use this direct link

https://www.smartsurvey.co.uk/s/5XOID/%20

Prevent Training: mandatory training now available online

I have completed the generic preventing radicalisation Level 3 module accessed through the link below. It is free and takes about 45 minutes. It helps show how the Prevent strategy is not about spying or arresting terrorists, but is in reality a version of safeguarding "adults at risk". The same issues which can put an adult with care and support needs at risk of radicalisation by "groomers" can put them at risk of other forms of exploitation such as modern day slavery, trafficking etc

https://portal.e-lfh.org.uk/LearningContent/Launch/511781

then choose the **Preventing Radicalisation eAssessment - Level 3**

Once completed, you can download a Certificate of Completion which your employing authority may be requesting.

If you do have any concerns about a patient's vulnerabilities the learning asks that you share your concerns with a suitable colleague eg GP partner/health professional to see if they agree or have had any similar concerns/information. You can then decide if you want to go ahead and make a referral or discuss the next steps with the local Prevent Lead. Gary Woodward (gary.woodward@nhs.net) is the Prevent Lead for Norfolk and he could direct you to our lead in Suffolk if required.

12/7/2018 PLH