

Appendix 1

Action Plan in response to Herefordshire Council's Overview and Scrutiny Committee review of safeguarding in care homes

Recommendation No. 1	That the Director (People's Services) satisfies herself that the resources available to the West Mercia Constabulary for adult safeguarding in the county are appropriate, and that they should be regularly reviewed.			
Executive Response	People's Services accept this recommendation. West Mercia Police have a key contribution to make in safeguarding and protecting the welfare of adults at risk in Herefordshire. Whilst their principal function is the detection of criminal offences they also play a vital role in preventing crime against adults at risk and minimising the potential for individuals to become victims.			
Action	Owner	By When	Target/Success Criteria	Progress
The Director of People's Services to contact the Chief Constable to discuss this recommendation and agree way forward.	J. Davidson	31.05.2012	A common understanding of the West Mercia's resources for safeguarding adults	Director has contacted Chief Constable to take this forward
Herefordshire Safeguarding Adults Board (HSAB) to reach a view of sufficiency through performance monitoring and annual audit.	D.McCallum	March 2013	The HSAB is assured that organisations have sufficient staff to enable them to discharge their functions in relation to safeguarding adults effectively	
Recommendation No. 2	Partnership working between Herefordshire Public Services, West Mercia Police and other agencies would be improved if the teams were co-located in one building, and a team of dedicated staff was available to facilitate their operation.			
Executive Response	People's Services recognise that colocation would improve partnership working. The children and adults safeguarding boards are currently developing the approach to multi-agency working. Phase one will cover children's services while phase two will be a consideration of adult's services			
Action	Owner	By When	Target/Success Criteria	Progress
A briefing paper regarding the development of the multi agency hub to be presented to the HSAB outlining the rationale behind developing a hub.	D.McCallum	June 2012	Multi agency agreement to developing a hub across children's and adult's services.	Agenda item on June HSAB meeting

Recommendation No. 3	Clearly defined authority should be granted to any co-located team to enable it to take action			
Executive Response	People's Services accept this recommendation. Expectations about the ways in which agencies and professionals should work together to safeguard adults at risk must be clear, fulfil statutory duties and follow best practice.			
Action	Owner	By When	Target/Success Criteria	Progress
<p>Following a review by the Law Commission into safeguarding adults, national legislation is being strengthened putting adult safeguarding boards on the same legislative footing as children's boards.</p> <p>To underpin this Herefordshire is working with other safeguarding adults boards in the West Midlands to develop Pan West Midlands safeguarding adult procedures.</p> <p>These will cover all agencies working across the West Midlands, improving clarity in expectations with regard to responses for adult safeguarding and reducing variations in service deliver</p>	D.McCallum	September 2012	<p>Agreed multi agency procedures will be available and implemented for all professionals working in Herefordshire</p> <p>Specific and defined authority to enable co-located teams to take action to be in place as part of the multi agency hub approach.</p>	The draft procedures are being consulted on. A regional launch date is set for July 2012 with a local launch to follow
Recommendation No. 4	The communication processes between Adult Safeguarding and the care homes should be improved to make it more effective and easier for the providers to access documentation provided by the Commissioners;			
Executive Response	People's Services accept this recommendation. Achieving good outcomes for adults at risk requires all those with a responsibility for safeguarding those adults to work together to an agreed plan of action.			
Action	Owner	By When	Target/Success Criteria	Progress
Safeguarding should be a standard item on the agenda of the bi monthly meeting between care providers and commissioners (Care Providers Forum)	L. Renton	May 2012	Care Providers are informed regarding safeguarding initiatives within Herefordshire and are able to receive timely information.	Safeguarding has been added as a standing agenda item for the Care Providers Forum.
Recommendation No. 5	Care Homes should be provided with a copy of all relevant council documentation on safeguarding.			
Executive	Although the request is understandable paper versions are very prone to be out of date. An electronic version provides a			

Response	single point of access which improves consistency/quality of practice. The safeguarding framework is being updated and more regular updates are foreseen in light of national, regional and local changes. This recommendation is therefore not accepted as the best way of achieving up to date information on safeguarding.			
Action	Owner	By When	Target/Success Criteria	Progress
Provider's concerns to be addressed in more detail in the Care Provider Forum to identify the barriers to using on-line procedures	L. Renton	May 2012	Support is given to Care Providers to access up to date guidance.	
Recommendation No. 6	Once an incident has occurred, and an investigation is underway, communications between Adult Safeguarding and care homes should be improved to provide the home under investigation with an understanding of the process in hand.			
Executive Response	People's Services accept this recommendation. Effective collaboration requires organisations to be clear about roles and responsibilities.			
Action	Owner	By When	Target/Success Criteria	Progress
Training in safeguarding processes must be made available and accessible for care providers. The HSAB training directory must be sent to all care providers	A. Chambers	June 2012	Care providers report an increased understanding in safeguarding processes.	
A Levels of Need document to be produced and agreed at HSAB which will support Care Homes in understanding when an incident should be referred as a safeguarding.	L. Renton	May 2012	Enhance Care Homes understanding of when to initiate safeguarding processes	The Levels of Need document has been produced, agreed at HSAB and distributed to care providers.
The revised safeguarding adults workflow within the computerised recording system will alert staff to inform the referrer of the outcome of the investigation.	H. Hall	June 2012	Adult Social Care staff will be reminded to feedback to care providers	The workflow has been agreed and commenced in early May 2012
Recommendation No. 7	The recently introduced protective meal time policy, whereby relatives were not admitted whilst residents were eating their meals, should be fully appraised before being more widely used;			
Executive Response	Protected meals times policies are the prerogative of individual care homes. However, assessments of care and safeguarding standards will take into account the effects of such policies.			
Action	Owner	By When	Target/Success Criteria	Progress
Protected meal times to be added to the Care Providers Forum meeting in order that	L. Renton	June 2012	Care Providers share information regarding the	

care homes can discuss good practice			benefits and disadvantages of protected meal times	
Recommendation No. 8	A review of access to GP services, including out of hours services, should be undertaken by the Overview and Scrutiny Committee			
Executive Response	This is a matter for Overview and Scrutiny Committee. People Services would support overview and scrutiny committee in its work.			
Action	Owner	By When	Target/Success Criteria	Progress
For further discussion by Overview and Scrutiny Committee	Councillor Millar			